

Adult Social Care Scorecard - Quarter 1 2021/2022

PI Ref	Measure	Polarity	NW stat Av	National Av	20-21 Target	Year end 2020-2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4	21-22 yr. to date	RAG	Comments
Benchmarking/ ASCOF Indicators													
1.01	Residential Admissions for 18-64 age band (Total Admissions YTD)	Low is good			<30	13	7				7		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
1.02	Residential Admissions for 18-64 age band per 100k population (ASCOF 2A1) ytd fig	Low is good	13.7	13.3		6.0	3.2				3.2		see above
1.03	Residential Admissions for 65+ age band (Total Admissions YTD)	Low is good			<530	443	136				136		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 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. Q1 admissions suggest that we are now seeing an increase in individuals placed in residential/ nursing placements. We are also aware that we have significant issues in parts of the authority with community care delivery. This may see a further increase in Q2.
1.04	Residential Admissions for 65+ age band per 100k population (ASCOF 2A2) ytd fig	Low is good	715.0	628.2		502.0	156.3				156.3		see above
1.05	Total number of individuals currently in residential/ nursing care 18-64	Low is good				170	181				181		This is very small numbers which suggest negligible impact.
1.06	Total number of individuals currently in residential/ nursing care 65+	Low is good				868	1072				1072		See above
1.07	Delayed transfers of care from hospital - days per quarter total	Low is good			<2225 per quarter	N/A					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	N/A					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					N/A		See NHS Digital statement
1.10	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					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%		12.0%	5.1%				5.1%		The outturn also includes those supported by the supported employment service which we can't report on throughout the year.
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%	86.6%	85.5%				85.5%		Little change - where possible we support individuals to remain independent.
1.13	Proportion of adults receiving self-directed support - YTD	High is good	83.4%	86.90%		100.0%	100.0%				100.0%		No change
1.14	Proportion of adults receiving direct payments - YTD	High is good		28.1%	25%	17.4%	17.3%				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 place 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
Core Service Activity													
2.01	Number of New case Contacts in period	Low is good			13000	11,662	3,369				3,369		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 Service. 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				36%	36%				36%		No change
2.03	Number of Contacts resulting in a New Referral	Low is good				8,050	2,333				2,333		Q1 figure suggests a continued increase in the numbers of individuals requiring support. This possibly continues to reflect new ways of working as individuals return to offices/ move out of Furlough and are unable to support family members in the same way.
2.04	Number of Assessments completed in period	n/a				2,684	586				586		Despite new referrals being up, 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				82.8%	84.1%				84.1%		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				4,802	1,156				1,156		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%	74.8%	62.1%				62.1%		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.

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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				93.3%	92.7%				92.7%		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 12 month 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%	88.4%	91.0%				91.0%		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				5,301	5,513				N/A		see above
2.10	External Care Costs	Low is good				£111,161,275	£26,857,698				£26,857,698		This is an indicative Q1 figure but suggest that costs are being contained despite increases in individuals in permanent care/ receiving community based services
Care4Ce													
3.01	Number of mental health reablement referrals received in quarter	n/a				2,462	757				757		Q1 figure suggests a rise in referrals and should this continue at the same rate we will see a 23% increase on the referrals last year
3.02	% of referrals where individual engaged	High is good				77.0%	75%				75%		There has been a small decrease in engagement this quarter. Hopefully as more individuals receive both vaccinations and people become more confident that the relaxation of guidance is not having an adverse impact then this will 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%		see above comments
3.04	Number of dementia reablement referrals received in quarter	n/a				935	290				290		Q1 is showing an increase 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				947	279				279		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				67%	71%				71%		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				2,231	2,268				2,268		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				151	147				147		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				672	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				116	122				122		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				270	274				274		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				221		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				1,359	1,368				1,368		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				1,527	1,536				1,536		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				1,223	1,240				1,240		see overall comments above re individuals supported in the community
4.10	Total number of Clients only receiving a Telecare service	n/a				1,762	1,706				1,706		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				4,408	4,387				4,387		see overall comments above re individuals supported in the community
4.12	Numbers of individuals supported through the carer hub	n/a				1,749	417				417		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.
4.13	Number of Carers receiving a Carer Service (per 10k population)					58	17				17		Numerator for this measure includes all carers from indicator 4.12 plus carers assessed (with no service) plus carers with a service recorded on LiquidLogic.
Risk Enablement													
5.01	Number of mental health act assessments completed	n/a				605	160				160		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 as the impacts of the pandemic on the mental health of individuals are becoming more apparent.
5.02	Number of S117 clients (includes Z65 MH Aftercare from Q4)	n/a				929	950				950		
5.03	New DOLS Requests (Cumulative)	n/a				2836	836				836		Q1 21/22 is showing a continued rising picture. There is ongoing preparatory work to assess the potential impact of the LPS guidance which is currently being finalised.
5.04	New DOLS Requests per 100,000 (Cumulative)	n/a	433	454		932.1	270.9				270.9		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				40 (Average over year)	47				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).

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5.06	Number of Substantiated (including Partially Substantiated) S42 Enquiries concluding with a 'Type' of Domestic Abuse	Low is good				15	10				10		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				4238	1331				1331		The rising numbers potentially indicate that individuals are at increased risk due to COVID-19 pressures.
5.08	Number of new S42 Safeguarding Enquiries starting in period	n/a				1189	394				394		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				167	40				40		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				1161	371				371		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				62%	62.0%				62.0%		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				68%	70.0%				70.0%		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				53.1%	56.3%				56.3%		Changes in the process for recording Safeguarding enquiries will impact on the figures.