

BRIEFING REPORT

Adults and Health Committee

Date of Meeting:	18 January 2022
Report Title:	Adult Social Care Performance Scorecard - Quarter 2 2021/22
Report of:	Helen Charlesworth-May, Executive Director of Adults, Health and Integration

1. Purpose of the Report

- 1.1. This report and the attached performance scorecard provide an overview of performance across Adult Social Care for quarter 2 of 2021/22.

2. Executive Summary

- 2.1. The performance scorecard includes 55 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 2 (Q2) along with a RAG rating to highlight any concerns of note.
- 2.2. The main areas for highlighting are:
- Rising numbers of residential admissions
 - Rising numbers of contacts to the local authority resulting in a referral
 - The percentage of clients who have received long term support for 12 and 24 months that have been reviewed
 - Number of individuals being supported by the Carers Hub
 - Number of new Deprivation of Liberties (DOLs) requests being received
 - Increased number of individuals awaiting packages of care.

- 2.3.** This report and the attached performance scorecard provide an overview of performance across Adult Social Care for quarter 2 of 2021/22.
- 2.4.** The scorecard reports key measures across a number of 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.

3. Background

- 3.1.** The scorecard enables appropriate scrutiny of key performance measures and helps to highlight areas of good and poor performance; and therefore scrutiny of 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.

4. Briefing Information

- 4.1.** 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 Q2 along with a RAG rating to highlight any concerns of note.
 - 4.1.1.** Residential admissions for those 65+ – 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 (290 in Q1 and Q2) suggests that we are now seeing an increase in individuals placed in permanent residential/nursing placements. Should the numbers continue we will likely be at a similar level to those seen pre-pandemic. 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 Q3.
 - 4.1.2.** Residential admissions for 18-64 age band – again we are seeing a return to similar levels pre-pandemic, possibly as those with aged carers are now being moved into planned permanent placements.
 - 4.1.3.** 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.
 - 4.1.4.** Current forecasts suggest that there will be a 12% increase in referrals to Adult Social Care based on numbers seen to date. This is having an impact on already struggling teams being able to meet the demand for assessments and source packages of care where needed.
 - 4.1.5.** 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 restrictions and a balance of risk based on whether a review is a priority for a stable package of care. The percentage figures for clients who have received long term support for 24 months however remains high indicating that those requiring long term support have an up-to-date package of care that has been reviewed either within or prior to the pandemic and at this stage the 12 month picture isn't having a significant adverse impact. In addition, approximately one in four of these cases will have had other forms of contact that doesn't meet the formal definition of a review.

- 4.1.6.** Number of contacts resulting in a new referral – the Q2 figure suggests a continued increased in the year to date of numbers of individuals requiring support (3,132 new contacts of which 2,168 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. The rising numbers is having a knock-on effect on the capacity to complete assessments and reviews in a timely fashion. New safeguarding referrals particularly impact against this due to the time required to investigate.
- 4.1.7.** Quarter on quarter we are seeing a significant increase in the numbers of individuals being supported via the Carers' Hub. Whilst it is positive that more people are accessing support this again could be evidence of the rising demand across the whole Adult Social Care system and there is a worry that demand will exceed the support available.
- 4.1.8.** We are seeing increasing numbers of requests for DOLs assessments. Whilst this is positive in that providers are following the correct procedures and ensuring individuals are being appropriately assessed, there are increasing pressures on the service to complete assessments in a timely fashion.
- 4.1.9.** Pressures in the domiciliary care market are now having an adverse impact on the number of individuals awaiting packages of care as a snapshot at the end of the quarter. This is resulting in individuals being discharged to short term residential/ nursing provision when their preferred option is support at home. Pressures in the market are also impacted on our internal reablement provision as workers are being diverted to cover existing packages of care as opposed to picking up new reablement cases.

5. Implications

5.1. Legal

5.1.1. None.

5.2. Finance

- 5.2.1.** Although there are no financial implications or changes to the MTFS as a result of this briefing paper, performance measures may be used as an indicator of where more or less funding is needed at a service level.

5.3. Human Resources

- 5.3.1.** Although there are no direct 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).

Access to Information	
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Appendices:	Appendix 1 – Adult Social Care Scorecard Q2
Background Papers:	None