Adult Services Scorecard - Quarter 3 2021/2022

Measure	Polarity	NW stat Av	National Av	21-22 Target	Year end 2020-2021	Quarter 1	Quarter 2	Quarter 3	Quarter 4	21-22 year to date	RAG	Comments
Benchmarking/ ASCOF Indicators												
Residential admissions for 18-64 age band (total admissions year to date)	Low is good			<30	13	7	15	18		18		Whilst admissions are higher than last year this reflects a pattern that we would expect to see without the impact of a pandemic. Figures however remain low and in line with an ideal of less than 30 to ensure where possible individuals are supported within the community.
Residential admissions for 18-64 age band per 100k population (ASCOF 2A1) year to date figure	Low is good	13.7	13.3		6.0	3.2	6.9	8.3		8.3		see above
Residential admissions for 65+ age band (total admissions year to date)	Low is good			<530	443	136	290	438		438		Admissions at the end of the third quarter indicate a potential year end position higher than we would like to see. Admissions to residential care are being impacted due to shortages in domiciliary care availability in the local authority and the need for individuals to be safely supported. This is not unique to Cheshire East and is being reported nationwide as an issue. The local authority has launched a recruitment campaign to hopefully address the shortage in trained staff. The requirement for COVID vaccinations is also impacting on recruitment across the board.
Residential admissions for 65+ age band per 100k population (ASCOF 2A2) year to date figure	Low is good	715.0	628.2		502.0	156.3	333.3	503.4		503.4		see above
Total number of individuals currently in residential/ nursing care 18-64	Low is good				170	186	187	185		185		see above
Total number of individuals currently in residential/ nursing care 65+	Low is good				868	1095	1130	1117		1117		see above
Proportion of adults with a learning disability in paid employment (ASCOF 1E)	High is good	3.7%	5.8%		12.0%	5.1%	4.9%	5.0%		5.0%		The outturn also includes those supported by the supported employment service which we can't report on throughout the year.
Proportion of adults with a learning disability living in their own home or with their family (ASCOF 1F) - year to date	High is good	85.7%	75.4%	87%	86.6%	85.5%	85.0%	85.0%		85.0%		This remain unchanged from the previous quarter
Proportion of adults receiving self-directed support - year to date	High is good	83.4%	86.90%		100.0%	100.0%	100.0%	100.0%		100.0%		This remain unchanged from the previous quarter
Proportion of adults receiving direct payments - year to date	High is good		28.1%	25%	17.4%	17.3%	17.8%	18.0%		18.0%		This remain unchanged from the previous quarter
Core Service Activity												
Number of new case contacts in period	Low is good			13,000	11,662	3,382	3,142	2,897		9,421		These figures will only take into account those individuals contacting services and will exclude the range of queries directed to People Helping People. The position at the end of quarter 3 suggests an increase from last year but this could be a knock on impact of the pandemic and families trying to manage during lockdown.
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%	35%	35%		35%		No change
Number of contacts resulting in a new referral	Low is good				8,050	2,337	2,166	1,924		6,427		The percentage of contacts resulting in a referral remain at around 70%. Referrals have slowed down slightly and annualised figures are suggesting around a 6% rise on last year. The biggest issue continues to be managing demand and service availability, especially in the community care market.

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Number of assessments completed in period	n/a				2,684	593	612	547		1,752		Overall assessments compared to the volume of referrals indicates that we have an increasing backlog in terms of workload. Teams are reporting issues with capacity to undertake work which is compounded by ongoing issues from COVID and isolation requirements.
Percentage of assessments that result in any commissioned service (including long-term, short-term and telecare)	n/a				82.8%	84.1%	79.4%	74.0%		79.2%		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.
Number of support plan reviews completed in quarter	High is good				4,802	1,158	803	794		2,755		Overall pressures in terms of increased referrals are also having a knock on effect to complete scheduled reviews, again compounded by issues relating to COVID isolation requirements.
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%	58.6%	55.5%		55.5%		See above
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%	92.8%	92.3%	89.8%		91.6%		The ongoing pressures in the services in terms of capacity to complete both assessments and reviews, especially with continuing isolation guidance, is now beginning to show in this measure. Whilst overall the majority of individuals requiring long term support still have an up to date package of care that has been reviewed either within or prior to the pandemic, it is likely that the year end position will be below 90%.
Proportion of service users in receipt of a community based service.	High is good			80%	84.4%	81.3%	80.7%	80.3%		83.5%		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.
Number of service users in receipt of a community based service.	High is good				4,872	4,956	4,895	4,710		4,710		see above
Care4CE												
Number of mental health reablement referrals received in quarter	n/a				2,462	757	712	619		2,088		Whilst there was a reduction in referrals in quarter 3, the service continues to see a high level of increasingly complex needs and overall referrals are looking at being 13% higher than last year.
Percentage of referrals where individual engaged	High is good				77.0%	75%	72%	72%		73%		Engagement appears to have stabilised and hopefully as guidelines continue to ease and individuals feel more confident with face to face services this will improve.
Percentage 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%		no change
Number of dementia reablement referrals received in quarter	n/a				935	290	266	299		855		Referrals are averaging around 290 per quarter and likely to be up around 20% from last year. This is resulting in continued pressures on the services available to support.
Number of community support reablement referrals received in quarter	n/a				947	277	334	251		862		Whilst a reduction in referrals in quarter 3, the overall numbers continue to be much higher than last year. Adding to the ongoing pressures in the market overall, magnified due to issues around COVID-19 and additional requirements for PPE this is becoming increasingly difficult to sustain long term.
Percentage of 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%	74%	52%		66%		At this stage the drop in quarter 3 may not be an immediate cause for concern. It could however indicate that pressures in the market around early support services available together with long term impacts of COVID mean that we are now seeing a higher number of individuals with increased needs.

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Active Service Users												
Total number of individuals on the visual impairment register	n/a				2,231	2,181	2,226	2,267		2,267		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
Total number of clients with an active service other than Telecare (18-25)	n/a				222	221	215	223		223		see overall comments above re individuals supported in the community
Total number of clients with an active service other than Telecare (26-64)	n/a				1,359	1,368	1,367	1,345		1,345		see overall comments above re individuals supported in the community
Total number of clients with an active service other than Telecare (65-84)	n/a				1,527	1,536	1,514	1,499		1,499		see overall comments above re individuals supported in the community
Total number of clients with an active service other than Telecare (85+)	n/a				1,223	1,240	1,243	1,193		1,193		see overall comments above re individuals supported in the community
Total number of clients only receiving a Telecare service	n/a				1,762	1,706	1,703	1,634		1,634		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.
Total number of clients receiving any service - including Telecare (65+)	n/a				4,408	4,387	4,365	4,236		4,236		see overall comments above re individuals supported in the community
Numbers of distinct individuals supported through the Carers Hub	n/a				1,749	417	949	1,038		1,038		Please note this excludes carers assessments completed by the local authority. An overarching distinct number of carers supported will be quality assured and verifed for the statutory returns. At the same point last year we had 811 distinct clients supported.
Rate of carers receiving a carer service (per 10k population)	n/a				58	17	31	34		34		See above
Risk Enablement												
Number of mental health act assessments completed	n/a				605	163	146	152		461		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.
Number of S117 clients (includes Z65 MH Aftercare from Q4)	n/a				929	955	971	978		978		As above we are seeing increased numbers overall requiring S117 support. The increased needs will form part of any commissioning and service planning activity.
New DOLS requests (cumulative)	n/a				2,836	836	1,665	2,550		2,550		Q3 2021/22 is showing a continued rising picture and year end estimates indicate a 20% increase. Whilst an increased workload, this is positive in that providers are following the correct procedures and ensuring individuals are being appropriately assessed. There is ongoing preparatory work to assess the potential impact of the LPS guidance which is currently being finalised.
New DOLS requests per 100,000 (cumulative)	n/a	433	454		932.1	270.9	539.5	826.3		826.3		see above
Timeliness of DOLS application processing *Average days lapsed from date application received to date application signed off (for completed applications)*	Low is good				40 (Average over year)	47	48	38		N/A		Despite increased volumes there has been a positive reduction in the average days taken per application
Number of substantiated (including partially substantiated) S42 enquiries concluding with a 'type' of domestic abuse	Low is good				15	11	19	17		47		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.

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Number of new safeguarding concerns received in a period (events not individuals)	n/a				4238	1330	1310	1211		3851		The highest number of concerns referred are coming from providers with concerns linked to both care homes and community settings related to short calls. Discussions in regional and national webinars indicate that a number of local authorities are experiencing similar increases.
Number of new S42 safeguarding enquiries starting in period	n/a				1189	442	425	291		1158		There has been a positive reduction in the number of S42 enquiries. This possibly reflects a better understanding by partners in terms of what meets the definition of S42 as opposed to a safeguarding concern. Numbers overall however remain high.
Number of new other (non-S42) safeguarding enquiries starting in period	n/a				167	46	66	47		159		see above
Number of S42 enquiries concluded in the period	n/a				1161	380	428	333		1141		see above
Percentage of S42 enquiries concluded for which the client expressed their desired outcomes	High is good				62%	62.1%	63.3%	64.0%		62.4%		A small but positive increase in understanding the client's desired outcomes
Of S42 enquiries completed that the client expressed their desired outcomes, the percentage that were fully achieved (not partially achieved)	High is good				68%	69.5%	59.4%	60.1%		62.6%		see above
Percentage of concluded S42 enquiries where outcome of enquiry was substantiated/ partially substantiated	High is good				53.1%	56.3%	62.6%	61.6%		60.6%		see above
Commissioning Activity												
Percentage of domiciliary care rated good or outstanding with CQC					87.7%	86.3%	86.1%			86.1%		
Percentage of care homes rated good or outstanding with CQC					82.3%	84.4%	84.4%			84.4%		
Percentage of complex care providers rated good or outstanding with CQC							50% (89%)	58% (89%)				We have 107 providers on the framework registered with CQC. Of these, 58% are rated good or outstanding, 31% have not yet been inspected, 6% require improvement. The figure in brackets includes those not inspected yet.
Sexual Health – Percentage of LARCs (excluding injectables) prescribed as a proportion off all contraceptives by age						62.0%	47.0%					
Number of people awaiting a placement or package of care (short or long term) following hospital discharge					8	38	71	101				The ongoing pressures in both the residential/ nursing home and domicilary care market continue to cause problems in sourcing suitable packages of support. Hopefully the proposal to remove the requirement for mandatory vaccinations may bring some workers back to the profession.
Number of people awaiting a placement or package of care (short or long term) in the community					46	99	154	201				The ongoing pressures in both the residential/ nursing home and domiciliary care market continue to cause problems in sourcing suitable packages of support. Hopefully the proposal to remove the requirement for mandatory vaccinations may bring some workers back to the profession.
Percentage of domiciliary care hours delivered by Prime Providers							35.0%					