

## **Adults & Health Committee**

---

<b>Date of Meeting:</b>	26 September 2022
<b>Report Title:</b>	Adult Social Care Performance Scorecard - Quarter 1 2022/23
<b>Report of:</b>	Helen Charlesworth-May, Executive Director – Adults, Health, and Integration
<b>Report Reference No:</b>	AH/14/2022-23
<b>Ward(s) Affected:</b>	All Wards

---

### **1. Purpose of Report**

- 1.1. To provide Adults and Health with an overview of performance against the core indicator set within the Adults Social Care service. This report covers a range of the corporate objectives under the overarching corporate priority of a fair authority.

### **2. Executive Summary**

- 2.1 This report provides an overview of quarter 1 performance for Adults Social Care services for the relevant indicators for the reporting year of 2022-23.

### **3. Recommendations**

- 3.1. The Adults and Health Committee is asked to:
- 3.1.1 note the performance of Adults Social Care services for quarter 1
  - 3.1.2 provide scrutiny in relation to the performance of Adults Social Care Services

### **4. Reasons for Recommendations**

- 4.1. One of the key focus areas of Adults and Health Committee is to review performance and scrutinise the effectiveness of services for Adults requiring Social Care support.

## 5. Other Options Considered

5.1. Not applicable.

## 6. Background

6.1. This quarterly report provides the committee with an overview of performance across Adult Social Care Services. This report relates to quarter 1 of 2022-23 (1 April 2022 – 30 June 2022).

6.2. The performance scorecard includes 35 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 21/22 and the figure for 22/23.

6.3. The following indicators have been highlighted for consideration

**1.3** - The rising number of individuals in short term residential/ nursing care is inextricably linked with the ongoing capacity issues in the domiciliary care market. Compared to Q1 in 2021/22 we have 51 more individuals in short term residential/ nursing care but were able to source around 2700 more hours of domiciliary care. Whilst this is a national problem Cheshire East continues with a proactive recruitment campaign in conjunction with providers to increase capacity.

**2.8** - Number of Contacts resulting in a New Referral – overall around 70% of contacts are resulting in a referral. 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.

**2.8** - Current forecasts suggest that there will be a 2% increase in referrals to Adults' social care on last year, based on numbers seen in the first quarter. This is without the projected increase that we will see as a Trailblazer authority and the impending Care Cap implementation. This is having an impact on teams and the workloads of individual members of staff. We are currently considering how we can address this through self-assessment and alternatives for domiciliary care.

**2.9** - The percentage of Clients who have received Long Term Support for 12 months continuously that have been reviewed continues to reduce and is now also beginning to have an impact on clients who have received Long Term Support for 24 months who have been reviewed in the last 24 months. Positively around 1 in 4 of these cases will have had other forms of contact that doesn't meet the formal definition of a review but nevertheless will flag should additional services be warranted.

**3.4** - The reduction in the % of clients that do not require a package of care after a period of community reablement support is further impacting on the

pressures in the domiciliary market. Case studies show that where individuals go into short term residential/ nursing provision, before we can provide reablement in the community, there becomes an increased reliance on service and a reduction in independent living capabilities.

**4.6** - The mobilisation of the new telecare contract has resulted in some short-term data quality issues and is showing a reduction in the numbers of individuals being supported just by telecare. This is being addressed.

**5.2** - The increasing number of S117 clients provides pressure on the sufficiency of suitable placements and services in this specialist service area. In line with the pressures on the domiciliary care market this is forming the requirements for the local authorities commissioning activity.

## **7. Consultation and Engagement**

**7.1.** Not applicable.

## **8. Implications**

### **8.1. Legal**

**8.1.1.** There are no direct legal implications.

### **8.2. Finance**

**8.2.1.** Although there are no direct 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.

### **8.3. Policy**

**8.3.1.** There are no direct policy implications.

### **8.4. Equality**

**8.4.1.** Members may want to use the information from the performance indicators to ensure that services are targeted at more vulnerable Adults.

### **8.5. Human Resources**

**8.5.1.** There are no direct Human Resources implications.

### **8.6. Risk Management**

**8.6.1.** There are risks associated with some performance measures, e.g. increases in demand and gaps in service provision.

### **8.7. Rural Communities**

**8.7.1.** There are no direct implications to Rural Communities however these areas can be more difficult to source sufficient community care.

**8.8. Children and Young People/Cared for Children**

**8.8.1.** No direct implication to Children and Young people/Cared for Children

**8.9. Public Health**

**8.9.1.** There are no direct implications for Public Health.

**8.10. Climate Change**

**8.10.1.** This report does not impact on climate change.

<b>Access to Information</b>	
Contact Officer:	Bev Harding, Business Intelligence Manager <a href="mailto:Bev.Harding@cheshireeast.gov.uk">Bev.Harding@cheshireeast.gov.uk</a>
Appendices:	Adults Quarterly Score Card – Q1 2022-23
Background Papers:	None