

OPEN

BRIEFING REPORT

Adults and Health Committee

24th March 2025

Adults Service Score Card (Quarter 3)

Report of: Jill Broomhall – Director of Adults Social Care Operations

Report Reference No: AH/34/2024-25

Purpose of Report

- 1 The purpose of this report is to provide Adults and Health Committee members with an overview of key activity and performance in Adults Social Care Services.
- 2 This aligns with the corporate aim of a Fair council and the key strategic objective of a council which empowers and cares about people

Executive Summary

- 3 The score card is produced to provide the adults service senior management team with an overview of demand and activity within the operational services on a month-by-month basis. It also provides a comparison with the previous full year outturn to show an indication of direction of travel
- 4 The report also contains commentary on changes and highlights any areas for consideration

Background

- 5 The score card is received monthly at Adults Health and Integration Extended Leadership Team and Adults Social Care Senior Management Team meetings. Exceptions or key changes are highlighted by Business Intelligence for discussion and consideration which enable the management team to consider whether changes are needed to services and resources to deliver against presenting needs and demands
- 6 The score card contains 41 indicators split into 5 key areas of service delivery. There is also some high-level financial information and trending information provided, together with analysis of change over time.

Briefing Information

7 The following areas the committee may wish to consider:

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- As previously reported October saw an unusually high number of contacts to the Adults Social care which was impacted by an increase in requests from hospitals linked to discharges of patients. This was also magnified by a significantly higher number of requests from hospitals outside of the Cheshire East area where Cheshire East Residents had been admitted. In November and December, the number of contacts reduced and the quarter is broadly in line with the average number of contacts over the year.
- In Q3 the number of contacts resulting in a new referral was 52% (broadly in line with Q1 and Q2).
- Where assessments are carried out the conversion rate from assessment to a service being required is consistently averaging around 73%.

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- Highlights the success rate of the reablement services in reducing the long-term requirements of social care support where this can be provided in a timely fashion. Clients receiving Telecare by age bands are also highlighted.
- The numbers of Mental Health Reablement referrals is showing a very large reduction, we have been working through this figure and have identified a change in recording, this will be adjusted once we have completed the piece of work, we believe this is an error and that the real figure should be in line with previous trends.

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- Provides an overview of the overall number of individuals being supported by services and the change over time.

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- Provides monthly trends for service provision of new Domiciliary Care Hours including Weekly Cost and the change over time.

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- Provides an overview of safeguarding activity and the work ongoing to ensure that individuals are safe and supported whether using service or in their home/ setting.
- In December our success rate against the Adults Social Care Outcomes Framework measure - % of S42 Enquiries where a risk was identified and

was removed or reduced was 96.8% which reflects the good work completed by the team.

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- This provides an overview of the gross financial costs on a period-by-period basis together with a snapshot picture of key drivers and influencers that affect overall expenditure.

Implications

Monitoring Officer/Legal

8 None this is for information only

Section 151 Officer/Finance

9 None this is for information only

Policy

10 None this is for information only

Equality, Diversity and Inclusion

11 None this is for information only

Human Resources

12 None this is for information only

Risk Management

13 None this is for information only

Rural Communities

14 None this is for information only

Public Health

15 None this is for information only

Climate Change

16 None this is for information only

Access to Information	
Contact Officer:	Bev Harding – Business Intelligence Manager Bev.harding@cheshireeast.gov.uk
Appendices:	Appendix 1 - Adults Scorecard – December 2024
Background Papers:	None