

Adults and Health Committee

23 June 2025

Adults Social Care Performance Score Card 2024 (Quarter 4)

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

Report Reference No: AH/35/2025-26

Ward(s) Affected: N/A

For Scrutiny

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.

This aligns with the corporate aim of improving health and wellbeing.

This is the year end position for 2024/25.

Executive Summary

- 2 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
- 3 The report also contains commentary on changes and highlights any areas for consideration
- 4 Overall, the scorecard demonstrates progress and robust performance management of Adult Social Care. As per our transformation plans there is evidence to support progress in reduction of long-term care placements, and more people supported in their own home due to the success of our short-term interventions.

RECOMMENDATIONS

The Adults and Health Committee is recommended to:

1. Scrutinise and note the details in the Adults Social Care Services' performance scorecard.

Background

- 5 The score card is received monthly at Adults Health and Integration Departmental 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 scorecard contains 41 indicators split into five key areas of service delivery. There is also some high-level financial information and trending information provided, together with analysis of change over time.
- 7 The following areas the committee may wish to note:-

Page 1

- (a) Compared to last year we are supporting 19 fewer individuals aged 65+ in permanent residential and nursing placements but resourcing 844 more domiciliary care hours per week. This is in line with our aim to support individuals wherever possible in the community and their own home.
 - Compared to last year we have received 13.5% more contacts to the front door with an average of around 1165 per month. This has not translated into an increase in the number of individuals requiring a referral and assessment. This is positive. It demonstrates that people know how to contact the Council, and that they are able to be helped without recourse to formal care and support. This is an important element of people being supported to be independent for longer.
 - Balancing workloads to manage reviews as well as assessments remains a challenge.

Page 2

- Compared to last year there has been a 2% increase in the different reablement referrals received, with an increase of almost 5% in terms of those individuals receiving community support reablement not requiring an ongoing package of care. This clearly highlights the success of reablement in reducing the requirement for permanent support. Prevent, Reduce, Enable, an important project in our

transformation programme will build on this success by expanding reablement provision in the community.

Page 3

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

Page 4

- Provides monthly trends for service provision of new domiciliary care hours including weekly cost and the change over time. This shows that we are slowly stemming the rise in costs of services.

Page 5

- There has been a continued rise in both the number of safeguarding concerns reported and S42 enquiries started. Whilst it is positive that issues are being identified at an early stage so they can be addressed, Nonewe need to ensure that there aren't more individuals being put at risk due to poor practice. We are working with our Quality Assurance Team and Care Quality Commission to monitor care providers robustly. At the same time we are working with our partners to reduce the numbers of inappropriate referrals.

Pages 6 -8

- 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.
- The key point to note is the impact on gross costs of the provider uplifts that have been agreed.

Pages 9 onwards.

- We have included a chart as requested by Committee at our last report detailing the spend of external care costs.

Consultation and Engagement

8 None required.

Reasons for Recommendations

9 It is important that the Adults and Health committee are sighted on ongoing performance and progress within the service, especially where there is positive impact on the transformation plan

Other Options Considered

10 There are no other options this is for it is for scrutiny and information only.

Implications and Comments

Monitoring Officer/Legal/Governance

- 11 There are no new legal issues arising from the recommendations in this report.

Section 151 Officer/Finance

- 12 There are no financial implications or changes required to the MTFS as a result of the recommendations in this report.

Human Resources

- 12 There are no new staffing issues arising from this report, it is for scrutiny and information.

Risk Management

- 13 Social care performance information underpins our assessment of risk and informs our identification of strategic and operational risks and the actions required to manage and mitigate any risks identified.

Impact on other Committees

- 14 Some of the indicators reported here are also received at Corporate Policy Committee.

Policy

- 15 Over time members should be able to see a change in activity that reflects the impact of the transformation programme.

	Commitment 2: Improving health and wellbeing	
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Equality, Diversity and Inclusion

- 16 There are no new public health issues arising from this report, it is for scrutiny and information.

Other Implications

- 17 There are no other implications arising from this report, it is for scrutiny and information.

Consultation

Name of Consultee	Post held	Date sent	Date returned
<i>Statutory Officer (or deputy) :</i>			
Ashley Hughes	S151 Officer	Click or tap to enter a date	Click or tap to enter a date
Janet Witkowski	Acting Monitoring Officer	Click or tap to enter a date	Click or tap to enter a date
<i>Legal and Finance</i>			
Roisin Beressi	Principal Lawyer	13/06/25	13/06/25
Nikki Wood-Hill	Finance Manager	13/06/25	13/06/25
<i>Other Consultees:</i>			
<i>Executive Directors/Directors</i>			
Helen Charlesworth-May	Executive Director of Adults, Health and Integration	13/06/25	13/06/25

Access to Information	
Contact Officer:	Bev Harding Business Intelligence Manager Bev.harding@cheshireeast.gov.uk
Appendices:	Appendix 1: Adults Scorecard – March 2025
Background Papers:	N/A