

People Directorate Scorecard 2019-20

Ref	Lead Department	Measure	Corporate Outcome	Portfolio	Responsible Officer	Data Owner	Data Frequency	Benchmark	Year end 2018/19	Quarter 4 2018/19	Quarter 1 2019/20	Quarter 2 2019/20	Quarter 3 2019/20	Quarter 4 2019/20	Proposed Quarterly/ Annual Target 2019/20	RAG and Direction of Travel	Commentary
ASC001	Adult Social Care	Residential Admissions for 18-64 age ytd fig	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	38	38	6	14	23	33	<30	L	This is an indicative year end figure and may change slightly as part of year end validations where change of placement has been incorrectly coded as a new admission
ASC002	Adult Social Care	Residential Admissions for 65+ age band ytd fig	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	545	545	115	270	434	638	<530	L	This is an indicative year end figure and may change slightly as part of year end validations where change of placement has been incorrectly coded as a new admission. This figure however will have been impacted by the Beechmere Fire and potentially the COVID 19 pandemic in Q4.
ASC003	Adult Social Care	Total number of individuals currently in residential/ nursing care 18-64	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	198	198	205	200	203	195	N/A	K	Marginal change
ASC004	Adult Social Care	Total number of individuals currently in residential/ nursing care 65+	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	1142	1142	1179	1206	1211	1205	N/A	K	Marginal change
ASC005	Adult Social Care	Delayed transfers of care from hospital - days per quarter total	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	12375	3287	3443	3526	4180	2818	<3000 per quarter	L	Due to the Coronavirus pandemic NHS England have suspended a number of reports - including DTOC reporting for March, April and June 2020. Therefore full figures for Q4 will not be possible for 2019/20. Even without the final month being reported in 19/20 the total number of DTOC days shows an increase of 12.9% from 18/19 year-end.
ASC006	Adult Social Care	Delayed transfers of care from hospital - days per quarter attributable to Social Care	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	3760	1057	1188	1306	1395	981	<800 per quarter	L	Due to the Coronavirus pandemic NHS England have suspended a number of reports - including DTOC reporting for March, April and June 2020. Therefore full figures for Q4 will not be possible for 2019/20. Even without the final month being reported in 19/20 the number of DTOC days attributable to Social Care shows an increase of 29.5% from 18/19 year-end.
ASC007	Adult Social Care	Delayed transfers of care from total days delayed per 100,000 population (ASCOF 2Ci) (rate at end of quarter)	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	340.3	340.3	377.2	381.7	407.1	417.3	240.9 (av mthly figure)	L	
ASC008	Adult Social Care	Proportion of adults receiving direct payments – year to date	1	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	24.4%	24.5%	24.3%	24.0%	23.7%	21.0%	25%	K	In March we saw some individuals move from direct payments to a community based package of care as they were unable to access their previous service/ recruit PA's due to the COVID 19 pandemic guidelines. This is arguably a positive reduction as we are confident individuals are receiving the support they need.
ASC009	Adult Social Care	Number of new case contacts in period	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	14,197	3619	3,402	3514	2890	3539	13,000	J	This gives an overall year picture of 13,345. Whilst slightly higher than desired this could suggest that the Live Well site is now reducing some of the query contacts at the front door. It is possible also that the last month of quarter 4 was impacted buy the COVID pandemic. Support for this is being monitored separately
ASC010	Adult Social Care	Number of assessments completed in period	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	3,789	949	805	756	745	822	N/A	K	This a 10% increase on quarter 3 however overall for the year the number is 3128 which is a 17% reduction on last year. This is possibly due to individuals being able to access and source a range of support through Live Well and therefore not requesting a social care assessment.
ASC011	Adult Social Care	Percentage of eligible Clients receiving long term support with a 12mth review (snapshot position at end of quarter)	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	71.0%	71%	69.2%	66.1%	68.1%	71%	75%	K	Although slightly lower than target, given the challenges this year including flooding, Beechmere and the COVID 19 pandemic the service has managed to maintain this level of performance and 95% of all cases have been reviewed within the last 2 years
ASC012	Adult Social Care	Learning Disability Support - Clients with an active service (other than Telecare)	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	954	954	947	947	959	947	N/A	K	The small reduction can be accounted for due to those individuals who only access day care which has currently halted, together with a small number of service user deaths during the COVID 19 pandemic.
ASC013	Adult Social Care	Mental Health Support (18-64) - Clients with an active service (other than Telecare)	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	251	251	256	255	256	251	N/A	K	Marginal change
ASC014	Adult Social Care	Proportion of adults with a learning disability living in their own home or with their family (ASCOF 1F) - year to date	1	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	87%	87%	87%	86%	86%	85.6%	87%	K	This may change slightly with year end validation and may have been impacted slightly in Q4 as a result of the COVID 19 pandemic.
ASC015	Adult Social Care	Total number of individuals aged 65+ being supported	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	4266	4266	4329	4326	4348	4471	N/A	K	Whilst only a small increase it will be important to monitor this closely over the forthcoming months especially as COVID 19 social isolation may increase the number of individuals requiring help as family carers are unable to support
ASC016	Adult Social Care	Proportion of service users in receipt of a community based service	1	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	81%	80%	80%	81%	82%	83%	80%	J	In March we saw some individuals move from direct payments to a community based package of care as they were unable to access their previous service/ recruit PA's due to the COVID 19 pandemic guidelines.
ASC017	Adult Social Care	Number of new DOLS applications received (cumulative)	5	Adults Social Care and Health	Director of Adult Social Care Operations/HoS			CEC Data	2589	2589	741	1447	2214	2901	N/A	J	This represents a 12% increase on last year and positively reflects that Care Providers are recognising when someone lacks capacity and may be Deprived. During the current COVID 19 pandemic, the BIAs are crucial in undertaking remote capacity assessments and evidencing where there may be changes in practice together with upholding MCA decision making and human rights
CQ&C001	Commissioning, Quality and Contracts, and Communities Department	% of domiciliary care services rated good or outstanding with CQC	2	Adults Social Care and Health	Director of Commissioning			CEC Data	94%	94%	65%	89%	87%	87%	96%	K	Since the beginning of March the CQC has not undertaken any physical inspections within domiciliary care due to COVID 19
CQ&C002	Commissioning, Quality and Contracts, and Communities Department	% of care homes rated good or outstanding with CQC	2	Adults Social Care and Health	Director of Commissioning			CEC Data	61%	61%	64%	74%	79%	78%	70%	J	Since the beginning of March the CQC has not undertaken any physical inspections within care homes due to COVID 19
CQ&C003	Commissioning, Quality and Contracts, and Communities Department	Sexual Health - Percentage of LARCs (excluding injectables) prescribed as a proportion of all contraceptives by age	1	Adults Social Care and Health	Director of Commissioning			CEC Data	36.9%	36.9%	39.10%	39.0%	40.6%	41.5%	38%	J	There has been a slight increase in this figure since the new provider Royal Liverpool have provided the service in Q3 and Q4. The national Target is 50% in which we hope to meet as the service develops.
CQ&C004	Commissioning, Quality and Contracts, and Communities Department	% of new birth visit by health visitor within 14 days	1	Adults Social Care and Health	Director of Commissioning			CEC Data	86%	86%	91%	91%	91%	Figures not available yet	88%	J	The service have consistently achieved 91% of new birth visits within 14 days - the other 9 % have been completed but were outside of the 14 day target. Q4 data is not yet available however It is anticipated that the annual target of 88% will be achieved overall- albeit in a different way due to the Covid-19 pandemic (doorstep visits for example).

Ref	Lead Department	Measure	Corporate Outcome	Portfolio	Responsible Officer	Data Owner	Data Frequency	Benchmark	Year end 2018/19	Quarter 4 2018/19	Quarter 1 2019/20	Quarter 2 2019/20	Quarter 3 2019/20	Quarter 4 2019/20	Proposed Quarterly/ Annual Target 2019/20	RAG and Direction of Travel	Commentary
CQ&C005	Commissioning, Quality and Contracts, and Communities Department	Lifestyle service contract - reduction in the prevalence of smokers	1	Adults Social Care and Health	Director of Commissioning			CEC Data	16.4% (2017)	8.7% (2018)	This is an annual indicator				15%	J	Reed Wellbeing are the new provider delivering the One You service since 1st November 2019. Due to delays in the contract award following challenges in the process by ESAR the programmes were not running until December. Delivery of the service had to change following the COVID-19 lockdown, so again this will have an impact on the KPI's.
CQ&C006	Commissioning, Quality and Contracts, and Communities Department	Lifestyle service contract - reduction in those presenting as inactive	1	Adults Social Care and Health				CEC Data	20.5% (2017)	17.5% (2018)	This is an annual indicator				20%	J	Reed Wellbeing are the new provider delivering the One You service since 1st November 2019. Due to delays in the contract award following challenges in the process by ESAR the programmes were not running until December. Delivery of the service had to change following the COVID-19 lockdown, so again this will have an impact on the KPI's.
CQ&C007	Commissioning, Quality and Contracts, and Communities Department	% of providers who met the 95% delivery of guaranteed minimum hours	2	Adults Social Care and Health	Director of Commissioning			CEC Data	New Measure	New Measure	22.20%	11.10%	12.50%	37.5%	100%	L	There has been a review of the GMH for some areas which has resulted in more providers reaching the minimum level. Overall the percentage of GMH met by providers is increasing. The KPI will be amended for 2020/21 to more effectively demonstrate progress towards meeting the target.
CQ&C008	Commissioning, Quality and Contracts, and Communities Department	% of children's home under the contract with 95% occupancy	2	Adults Social Care and Health	Director of Commissioning			CEC Data	New Measure	New Measure	Homes not yet open	Homes not yet open	Homes not yet open	67.0%	100%	J	Two of the new homes are now operative with one full and the other currently has 1 young person in occupancy. Registration and subsequent moves may be delayed due to the current pandemic.
PubH001	Public Health	Cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check	5	Public Health and Corporate	Director of Public Health			CEC Data	94%	93.6%	84.1%	88.6%	93.5%	99.3%	90%	J	NEW DATA. This is a rolling 5 year cumulative percentage updated annually on the Public Health Outcomes Framework (PHOF26a (previously PHOF2.22iii)). The latest data release for 2014/15-2018/19 shows an increase on the previous period, with CEC performance now significantly better than the England average. Provisional data shows the number of people offered a Health Check increased in Q4 (5.8%) compared to the previous quarter, resulting in a increase in the cumulative total to 99.3%. This is also an improvement on the same quarter last year (Q4 2018/19 4.6%). The cumulative figures have been adjusted to the period 5 year rolling period 2015-2020. Target is 2014/15-2018/19 England average. Due to COVID-19 some practices have been unable to submit figures for Q4. NHS Health Checks were suspended in 2020/21 Q1.
PubH002	Public Health	Minimum uptake targets for NHS Health Checks reached and good outcomes achieved	1	Public Health and Corporate	Director of Public Health			CEC Data	49%	49%	47.6%	47.2%	46.8%	45.9%	50%	K	NEW DATA. Rolling 5 year cumulative percentage of those who were offered and accepted an NHS Healthcheck (PHOF26c (previously PHOF2.22iv)). Annually released data shows CEC better than the England average (48.1%) and comparable with our target. Quarterly data has been adjusted for 2015_2020 cumulative period. The proportion of people taking up an offer of Health Checks is lower to the proportion last quarter. The reduction will be as a result of appointments being cancelled due to COVID-19.
PubH003	Public Health	Adults - Successful completions of alcohol treatment, who do not re-present within 6 months	1	Public Health and Corporate	Director of Public Health			CEC Data		100%	41.6%	34.2%	30.0%	27.6%	38%	K	NEW DATA. The latest annual data available is 2018 (PHOF19c (previously PHOF2.15iii)). Cheshire East at 42.0% was similar to the England average (37.6%) and slightly down than 2017. The quarterly data has been declining throughout the year. 2019/20 Q4 is lower than 2019/20 Q3 (30%). The rate is worse than the national average (37.9%). Target is base-line for England. Data for 20/21 Q1 will not accurately reflect the performance of services due to Lockdown restrictions and disruption to services during the COVID-19 pandemic.
PubH004	Public Health	Successful completion of drug treatment - opiate users	1	Public Health and Corporate	Director of Public Health			CEC Data		39%	6.0%	5.0%	5.1%	5.1%	6%	K	NEW DATA. The latest annual data available is 2018 (PHOF19a (previously PHOF2.15i)). Cheshire East at 5.9% was similar to the England average (5.8%) and down on 2017 rate. 2019 Annual data is due for release Nov-20. Quarterly data has fluctuated throughout the year, with 2019/20 Q4 at 5.1% the same as 2019/20 Q3. 2019/20 Q4 rate is similar to the national average (5.7%). Target is base-line for England. Data for 20/21 Q1 will the data will not accurately reflect the performance of services due to Lockdown restrictions and disruption to services during the COVID-19 pandemic.
PubH005	Public Health	Successful completion of drug treatment - non-opiate users	1	Public Health and Corporate	Director of Public Health			CEC Data		60%	36.9%	34.1%	26.2%	24.4%	35%	L	NEW DATA. The latest annual data available is 2018 (PHOF19b (previously PHOF2.15ii)). Cheshire East at 33.7% was similar to the England average (34.4%) but the rate is slightly up on 2017. 2019 Annual data is due for release Nov-20.The quarterly data has declined throughout the year. 2019/20 Q4 is worse than 2019/20 Q3 (26.2%) .Rate is worse than the national average (34.2%). Target is base-line for England. Data for 20/21 Q1 will the data will not accurately reflect the performance of services due to Lockdown restrictions and disruption to services during the COVID-19 pandemic.
PubH006	Public Health	Hospital admission episodes for alcohol related conditions in the U18s (rate per 100,000)	5	Public Health and Corporate	Director of Public Health			CEC Data	37.3%	37.3%	This is an annual indicator				31.6	J	NEW DATA. Annual data from the Local Alcohol Profiles for England (LAPE). Rate has been steadily decreasing over last 10 time points, there has been a significant decrease on the 2011/12-13/14 rate. The rate is now not significantly different from England. There were 85 admissions during the 3 years 2016/17-2018/19. Target is England average. Data for 20/21 Q1 will the data will not accurately reflect the performance of services due to Lockdown restrictions and disruption to services during the COVID-19 pandemic.
PubH007	Public Health	Proportion of young people screened for chlamydia (15-24 year olds)	1	Public Health and Corporate	Director of Public Health			CEC Data	20.90%		3.6%	4.2%	Figures not available yet	Figures not available yet	22%	J	In 2018 7,800 people aged 15-24 years were screened for chlamydia. This is lower than the previous year (22.7%). Rate is significantly better than the England average. This achieved a diagnostic rate of 1,902/100,000 which is lower than the target. In Q2 1,568 young people were screened, this was an increase on Q1 (1,362 screened). This has resulted in a diagnostic rate of 1,147 per 100,000 lower than the target. Data taken from CTAD. Data only available up to calendar Q3 2019. Data for 20/21 Q1 will the data will not accurately reflect the performance of services due to Lockdown restrictions and disruption to services during the COVID-19 pandemic.