



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**5 JUNE 2023**

**PERFORMANCE REPORT 2022/23 – POSITION AT MARCH 2023**

**JOINT REPORT OF THE CHIEF EXECUTIVE AND**  
**DIRECTOR OF ADULTS AND COMMUNITIES**

**Purpose of the Report**

1. The purpose of this report is to present the Committee with an update of the Adults and Communities Department's performance for the year 2022/23.

**Policy Framework and Previous Decisions**

2. The Adults and Communities Department's performance is reported to the Committee in accordance with the Council's corporate performance management arrangements.

**Background**

3. The metrics detailed in Appendix A of the report are based on the key performance measures of the Adults and Communities Department for 2022/23. These are reviewed through the annual business planning process to reflect the key priorities of the Department and the Council. The structure of Appendix A is aligned with the Ambitions and Strategy for Adult and Communities Department 2020-2024, '*Delivering Wellbeing and Opportunity in Leicestershire*'. This strategic approach is based on a set of principles with the person at the centre, ensuring the support they receive can deliver the right outcomes. Appendix B outlines the 'layered' model designed to maximise independence – Prevent, Reduce, Delay and Meet needs.
4. The majority of metrics set out in Appendix A are reflected in the national Adult Social Care Outcomes Framework (ASCOF) and are benchmarked against the national position. However, several metrics do not fit within the ASCOF, in particular those relating to Communities and Wellbeing. These do not have a national average to compare performance with and as such, local targets have been agreed and Appendix A outlines performance against these during the year.
5. Appendix A is also structured in line with the Council's Strategic Plan 2022-26. This sets out the Council's overall policy framework approach and is based on five aspirational strategic outcomes: Clean and Green, Great Communities, Improved Opportunities, Strong Economy, Transport, and Infrastructure, and Safe and Well.
6. Performance figures are classed as provisional at this stage as the source data for the metrics is currently being compiled, with the signed-off version to be published by NHS England in the autumn. However, the final performance figures are not expected

to vary greatly from those included in this report and will be presented later in the year alongside national benchmarking.

7. Where a national average is quoted, including in Appendix A, this relates to the previous year, 2021/22. The national averages for the most recent year – 2022/23 – will be known when national figures are published by NHS England in October.

### **Performance Update: April 2022 to March 2023**

#### **Adult Social Care**

8. Appendix A includes four key measures to reflect each of the four layers of the Vision and Strategy. Each of these monitors the proportion of **new adult social care contacts** from people requesting support and what the sequels of these requests were. During 2022/23, there were 29,200 new adult social care contacts, an increase of 2% on the previous year. Of the new contacts in 2022/23, 57% (16.6k) resulted in a preventative response, such as universal services or signposting. A further 16% (4.7k) resulted in a response relative to reducing need, such as providing equipment or adaptations; 13% (3.8k) resulted in a response relative to delaying need, i.e., the provision of a reablement service that supports people to relearn the skills required to keep them safe and independent at home. Finally, 14% (4.1k) resulted in a long-term service, 1% higher than the previous year and reflecting the growth in the number of people in receipt of a service – up by 260 (3%) to 7,900 since the start of 2022/23.
9. There is a strong link between employment and appropriate accommodation with enhanced quality of life for **people with learning disabilities**, including health and wellbeing, and reduced social exclusion. There are two metrics in the ASCOF that relate specifically to people aged 18-64 with learning disabilities focusing on these areas. The first of these relates to the proportion in employment (ASCOF 1E) and performance during 2022/23 – 9.3% (115 out of 1,235) - remained similar to the previous year and considerably higher than the national average of 4.8%. There was a similarly high level of performance in relation to accommodation (ASCOF 1G) with 84.1% (1,039 out of 1,235) in settled accommodation.
10. **Reablement** is a short and intensive service to help people who have experienced deterioration in their health and/or have increased support needs to relearn the skills required to keep them safe and independent at home. The ASCOF contains two metrics to measure a local authority's performance in this area – ASCOF 2D: the proportion of people with no continued needs post reablement, and ASCOF 2B part 1: where people live 91 days following hospital discharge and reablement.
11. For the first of these metrics Leicestershire's performance in 2022/23 was again notably higher than the latest national average (78%) despite a small drop from the previous year – 87.4% (2,785 out of 3,188) in 2022/23 compared to 90% (2,332 out of 2,591) during the previous year. The second ASCOF metric shows that 89.4% (or 513 out of 574) people discharged from hospital to a reablement service between October and December 2022 were living at home 91 days post discharge. This is the same level as in 2021/22 and above the latest known national average of 82%.
12. **Avoiding permanent placements in residential or nursing care homes** is a good indication of delaying dependency. Research suggests that where possible, people prefer to stay in their own home rather than move into permanent care. For people

aged 18-64 there were 46 admissions during 2022/23, considerably higher than 25 during the previous year. This increase was expected from the start of the year as it reflects work undertaken during the past 12 months to undertake reviews of people in temporary placements and where appropriate re-classify their length of stay to be permanent. Despite this increase, the rate per 100,000 of the county population (10.8) remains lower than the latest known national average of 13.9. For people aged 65 or over there continues to be a downward trend in the number of people placed in permanent care – down from 886 admissions in 2021/22 to 841 in 2022/23. At a rate of 549 per 100,000 population it remains slightly above the latest national average of 538.5.

13. The County Council remains committed that everyone in receipt of long-term, community-based care should be provided with a **personal budget**, preferably as a direct payment. During 2022/23, performance against the ASCOF measure relating to service users in receipt of a direct payment was 36% (1,916 out of 5,327) - a drop from 40% the previous year but well above the latest known national average (27%). At 93% (4,947 out of 5,327) the proportion of service users with a personal budget has reduced in 2022/23 compared to the previous year (95.7%) and is now lower than the latest known national average (94.5%). For carers, both proportions, 100% for personal budgets (2,602 out of 2,602) and 99% for direct payments (2,593 out of 2,602), are above the latest known national averages (89% and 78% respectively).
14. Local authorities are required to conduct two **statutory surveys**, a survey each year of people in receipt of social care services and a similar survey of carers on a biennial basis. During 2022/23 the former was undertaken but not the latter. Findings from the latest survey show that 62% of people in receipt of services find it easy to find information. Whilst this remains lower than the latest known national average (65% in 2021/22) it is a significant improvement on 57% during the previous year. In addition, 39% stated they had as much contact as they would like which is similar to the previous year and 85% stated that the services they receive help them feel safe, which is a significant improvement on 81% previous year.
15. A **safeguarding** alert can include any concern for welfare and will often require a response from the Authority, but not necessarily in relation to safeguarding. During 2022/23 there were just short of 5k alerts, 518 fewer (a 9% reduction) on the previous year. Once an alert has been investigated into any potential risk of abuse or neglect there may be need for a more in-depth enquiry under Section 42 of the Care Act 2014. During 2022/23 there were 494 enquiries, 200 fewer (a 29% reduction) on the previous year. This will be due to the fall in the numbers of alerts received by the authority and the move to apply thresholds earlier on in the safeguarding process. The number of people stating that their desired outcome of an enquiry was fully or partially achieved was 93% (259 out of 278), similar to last year and just short of the local target of 94%.
16. Under the Care Act 2014's statutory guidance, councils should undertake a **review of care plans** no later than every 12 months, though this is not a legal duty. Undertaking reviews on a regular basis helps to identify if outcomes set out in the original support plan are being achieved. During 2022/23, 76% (3,945 out of 5,172) of people who had been in receipt of services for at least a year had been reviewed in the past 12 months, notably higher than the latest known national average of 55% and an improvement on 69% during the previous year.

## Communities and Wellbeing

17. There is no national performance framework covering the Communities and Wellbeing section of the Adults and Communities Department and as such performance is monitored against locally agreed targets.
18. There were 127.1k physical **visits to heritage sites** during 2022/23, a 31% increase on the Covid-19 pandemic disrupted previous year – an additional 30k visits. The number of website visits also increased to 179.5k for the full year 2022/23 compared to 161.9k for the previous year. Combining both physical and website visits for 2022/23, the total was 306.6k, 18% higher than 258.9k in 2021/22, and higher than the local target.
19. **Library visits** also consist of both physical footfall at library premises and website visits. During 2022/23 there were 539.6k visits to libraries across the county, 54% (+188.7k) more than the previous year. During the same period, the number of website visits increased by 20% (+42.0k) to 253.6k during 2022/23. When both are combined there were almost 800k visits during the year, surpassing the annual target of 564k.
20. With the growing level of footfall at local libraries, the number of **loans** has consequently increased on last year. During 2022/23 there were 2.3 million loans in total, up by 13.5% from 2.0 million during the previous year, and above the target of 2.1 million. Junior loans increased by 21% (+142k) to 805.3k during 2022/23 whilst e-loans continue to rise year-on-year with a 7% increase (+57k) to 908k during the past twelve months. Both the number of junior loans and e-loans met the targets for the year.
21. **Volunteering** programmes continue to be a priority for the Department in relation to libraries, museums, and heritage services. During 2022/23 there were over 17.0k hours of volunteering, an increase of 7.4k hours compared to the previous year and above the local target.
22. The **Leicestershire Adult Learning Service's** (LALS) performance relates to the proportion of learning aims due to be completed in a given period that were successfully achieved. The current academic year started in September 2022, and the current performance of 88% at the end of March 2023 is an improvement on the previous year and above the 86% target.

## Conclusions

23. The latest year has seen the continued increase in use of community facilities back towards pre-pandemic levels. The number of visitors to heritage sites and libraries surpassed expectations as set out in the annual targets. In addition, the number of library loans – both physical and electronic – have seen improvements during the past 12 months.
24. It has also been a positive year in terms of adult social care performance. Delaying people's needs through supporting them with a reablement service continues to have beneficial outcomes despite a small reduction from the previous year, whilst admissions to permanent placements in residential or nursing care remain in line or lower than the national perspective. The proportion of people whose contact with the

department leads to a service – primarily home care – remains a concern, and further analysis is being undertaken to understand this trend in more detail. Finally, the latest findings from the survey show significant improvement in finding information and feeling safe although both results may remain below the national average when published later in the year.

25. Reporting of performance in 2023/24 is currently being established. Monitoring and analysis will continue on a regular basis covering performance measures such as those included in ASCOF and locally agreed targets.

### **Background papers**

- Adult Social Care Outcomes Framework
- Delivering Wellbeing and opportunity in Leicestershire – Adults and Communities Department Ambitions and Strategy for 2020-24
- Leicestershire County Council Strategic Plan 2022-26
- Better Care Fund

### **Circulation under the Local Issues Alert Procedure**

26. None.

### **Equality Implications**

27. The Adults and Communities Department supports vulnerable people from all diverse communities in Leicestershire. However, there are no specific equal opportunities implications to note as part of this performance report.

### **Human Rights Implications**

28. Data relating to equalities implications of service changes are assessed as part of Equality and Human Rights Impacts Assessments.

### **Other Relevant Impact Assessments**

29. There are no other items of data in this report relating to other relevant impact assessments.

### **Health Impact Assessment**

30. Better Care Fund (BCF) measures and associated actions are overseen and considered by the Integration Executive and Health and Wellbeing Board.

### **Appendices**

- Appendix A - Adults and Communities Department Performance Dashboard for 2022/23
- Appendix B – Adult Social Care Strategic Approach

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# Adults and Communities Performance 2022/23

## April 2022 to March 2023

### Performance Rating and Progress

 Performing **better** than the latest national average or local target

 Performing **similar** to the latest national average or local target

 Performing **below** the latest national average or local target



Performance has **improved** on last year






Performance is **similar** to last year



Performance is **not as good** as last year

## PREVENT NEED

<b>Leicestershire County Council's Strategic Plan 2022-26</b>	<b>Safe and Well</b> Carers and People with care needs are supported to live active, independent, and fulfilling lives
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Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
<b>Local</b>	% of sequels that 'Prevent Need'	Target Band Width	55% - 60% Local target 2022/23		56.7%	56.4%
<b>ASCOF 3D pt 1</b>	% of SUs who find it easy to find information	High	64.6% 21/22 Nat. Ave.		61.8%	56.8%
<b>ASCOF 3D pt 2</b>	% of carers who find it easy to find information	High	57.7% 21/22 Nat. Ave.		Survey is biennial and will next run in Autumn 2023	49.4%

<b>Leicestershire County Council's Strategic Plan 2022-26</b>	<b>Great Communities</b> Cultural and historical heritage are enjoyed and conserved
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Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	Heritage visits (inc. website visits)	High	264.1k Local Target 2022/23	▲	306.6k	258.9k
Local	Library visits (inc. website visits)	High	564.3k Local Target 2022/23	▲	792.2k	561.5
Local	Total library loans	High	2,090.9k Local Target 2022/23	▲	2,260.7k	1,991.3
Local	Junior loans	High	715.9k Local Target 2022/23	▲	805.3k	662.9k
Local	E-loans	High	859.7k Local Target 2022/23	▲	908.0k	851.2k
Local	Total community library issues	N/A	For Information Only	N/A	295.2k	247.2k
Local	Community library children's issues.	N/A	For Information Only	N/A	173.3k	144.3k

<b>Leicestershire County Council's Strategic Plan 2022-26</b>	<b>Great Communities</b> People support each other through volunteering
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Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	Hours of Volunteering (Heritage and libraries)	High	10.2k Local Target 2022/23	▲	17.1k	9.7k



**Leicestershire County Council's Strategic Plan 2022-26**

**Strong Economy, Transport, and Infrastructure**

There is close alignment between skill supply and demand

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	LALS Success Rate	High	86% Local Target 2022/23	▲	88.0%	85.0%

## REDUCE NEED

**Leicestershire County Council's Strategic Plan 2022-26**

**Improved Opportunities**

Young people and adults are able to aim high and reach their full potential

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
ASCOF 1E	% of people with LD in employment	High	4.8% 21/22 Nat. Ave.	◀▶	9.3%	9.2%
ASCOF 1G	% of people with LD in settled accommodation	High	78.8% 21/22 Nat. Ave.	◀▶	84.1%	85.3%

**Leicestershire County Council's Strategic Plan 2022-26**

**Safe and Well**

Carers and People with care needs are supported to live active, independent, and fulfilling lives

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	% of sequels that 'Reduce Need'	Target Band Width	18% - 23% Local target 2022/23	▼	16.3%	20.3%
ASCOF 11 pt 1	% of SUs who had as much social contact as they would like	High	40.6% 21/22 Nat. Ave	◀▶	38.7%	37.3%

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
ASCOF 11 pt 2	% of carers who had as much social contact as they would like	High	28.0% 21/22 Nat. Ave.	▼	Survey is biennial and will next run in Autumn 2023	24.7%

## DELAY NEED

**Leicestershire County Council's Strategic Plan 2022-26**

**Safe and Well**

Carers and People with care needs are supported to live active, independent, and fulfilling lives

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	% of sequels that 'Delay Need'	Target Band Width	10% - 15% Local target 2022/23	▲	12.8%	11.0%
ASCOF 2D	% of people who had no need for ongoing services following reablement	High	77.6% 21/22 Nat. Ave	▼	87.4%	90.0%
ASCOF 2B pt 1 <i>*BCF*</i>	Living at home 91 days after hospital discharge and reablement	High	81.8% 21/22 Nat. Ave	◀▶	89.4%	89.4%
ASCOF 2A pt 1	Permanent admissions to care (aged 18-64) per 100,000 pop.	Low	13.9 per 100k pop. 21/22 Nat. Ave	▼	Full-year Actual 10.8 per 100k Pop. 46 Admissions in 22/23	Full-year Actual 5.9 per 100k Pop. 25 Admissions in 21/22
ASCOF 2A pt 2 <i>*BCF*</i>	Permanent admissions to care (aged 65+) per 100,000 pop.	Low	538.5 per 100k pop. 21/22 Nat. Ave	▲	Full-year Forecast 549 per 100k Pop. 841 Admissions in 22/23	Full-year Actual 579 per 100k Pop. 886 Admissions in 21/22

# MEET NEED

Leicestershire County Council's Strategic Plan 2022-26	<b>Safe and Well</b> Carers and People with care needs are supported to live active, independent, and fulfilling lives
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Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	% of sequels that 'Meet need'	Target Band Width	7% - 12% Local target 2022/23	▼	14.3%	12.3%
ASCOF 1C pt 1a	Adults aged 18+ receiving self-directed support	High	94.5% 21/22 Nat. Ave	▼	92.8%	95.7%
ASCOF 1C pt 2a	Adult aged 18+ receiving direct payments	High	26.7% 21/22 Nat. Ave	▼	36.1%	40.2%
ASCOF 1C pt 1b	Carers receiving self-directed support	High	89.3% 21/22 Nat. Ave	◀▶	100%	99.9%
ASCOF 1C pt 2b	Carers receiving direct payments	High	77.6% 21/22 Nat. Ave	◀▶	99.4%	99.5%

Leicestershire County Council's Strategic Plan 2022-26	<b>Safe and Well</b> People at most risk are protected from harm
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Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	Safeguarding outcomes fully or partially achieved	High	94.0% Local target	◀▶	93.2%	92.9%

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
<b>ASCOF 4B</b>	% of service users who say that services have made them feel safe	High	85.6% 21/22 Nat. Ave.	▲	85.3%	81.2%
<b>Local</b>	% of service users who received their annual review	High	55.2% 21/22 Nat. Ave	▲	76.3%	68.7%

## **Delivering Wellbeing and Opportunity in Leicestershire**

Adults and Communities Department, Ambitions and Strategy for 2020 – 2024

### **Prevent need**

We will work with our partners to prevent people developing the need for specialist health and social care support. We will achieve this through information and advice to enable people to benefit from services, facilities or resources that are not focused on particular support needs, but which contribute towards wellbeing and are available for the whole population. Examples include libraries, adult learning services, museums, and associated digital services; green spaces, places of worship, community centres, leisure centres, information and advice services. We will promote wellbeing and work together through active citizenship with families and communities (including local voluntary and community groups). We will help people develop confidence to enable them to speak up and share concerns about their safety and wellbeing.

### **Reduce need**

We will identify those people most at risk of needing social care support in the future and intervene early wherever possible to maintain wellbeing and prevent further need for services (for example people with a new diagnosis of dementia; newly-bereaved; people at risk of isolation; low-level mental health problems; and services for carers). Targeted interventions aim to prevent further needs developing and ensure that people do not become dependent on health and social care. Services might include information and advice, minor adaptations to housing which improve accessibility or provide greater assistance for those at risk of a fall, or telecare services.

### **Delay need**

This focuses on support for people who have experienced a crisis, or who have a defined illness or disability, for example, after a fall or a stroke, following an accident or onset of illness and on minimising the effect of disability or deterioration for people with ongoing conditions, complex needs or caring responsibilities. It includes interventions such as reablement, rehabilitation, and recovery from mental health difficulties. We will work together with the individual, their families and communities, health and housing colleagues to ensure people experience the best outcomes through the most cost-effective support.

### **Meeting need**

The need for local authority funded social care support will be determined once personal and community resources and assets have been identified and fully explored. People with social care needs, assessed as being eligible for funding through the local authority, will be supported through provision of a personal budget. The personal budget may be taken as a direct payment or can be managed by the council. Wherever possible the council will work with people to provide a choice of provision which is suitable to meet people's outcomes, however in all cases the council will ensure that the cost of services provides the best value for money. Whilst choice of provision is important in delivering the outcomes that people want, maintaining people's safety, independence and achieving value for money are the priorities.