



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**4 SEPTEMBER 2023**

**PERFORMANCE REPORT FOR QUARTER 1 2023/24 (APRIL-JUNE)**

**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 during the first quarter of 2023/24, namely, April to June 2023.

**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 2023/24. 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. 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.
5. On 5 June 2023, the Committee received a report with regards the Department for Health and Social Care (DHSC) publication *Care Data Matters*. This outlined a range of developments relating to adult social care data as set out in a roadmap through to 2028. Two aspects of the roadmap have taken affect since April 2023, namely the marked transformation in the provision of data by local authorities to NHS England and phase one in a revised Adult Social Care Outcomes Framework (ASCOF). The latter point in particular has impacted on the content of Appendix A and will be reflected in the commentary where necessary through this report.

6. Where a national average is quoted, including in Appendix A, it will relate to the 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.
7. Several metrics are not part of the ASCOF, in particular those relating to Communities and Wellbeing, and do not have a national average to compare performance with. As such, local targets have been agreed and Appendix A outlines progress towards these by comparing performance to a milestone position at the end of the first quarter.

### Performance Update: April to June 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 the first three months of 2023/24, there were 7,300 new adult social care contacts, an increase of 15% on 6,400 during the same three months of the previous year. This highlights an increasing trend over the past 12-18 months in the level of new contacts the Council is receiving.
9. Of the new contacts between April and June 2023, 54% (3.9k) resulted in a preventative response, such as universal services or signposting. A further 15% (1.1k) resulted in a response relative to reducing need, such as providing equipment or adaptations; 16% (1.2k) resulted in a response relative to delaying need, namely the provision of a reablement service that supports people to relearn the skills required to keep them safe and independent at home. Finally, 15% (1.1k) resulted in a long-term commissioned service, over 700 of which were community-based such as home care, an increase of 13% compared to the first quarter of 2022/23.
10. Measuring whether someone **lives in their own home** is one way to measure independence. In previous years this metric has specifically focussed on people aged 18-64 with a learning disability. One of the changes to ASCOF involves the extension of this metric to all age-groups and to all reasons for support, not just those with a learning disability. However, linked to another aspect of Care Data Matters (the transformation of data reported to NHS England from local authorities) there needs to be a shift in recording and reporting and as such the new metric (ASCOF 2E on page 3 of appendix A) is seen as experimental in 2023/24. For this performance report, the figures used continue to relate to learning disability only and show a consistent position of 83% (1,212 out of 1,459) in settled accommodation, higher than the latest national average of 79%. Reporting will be expanded as and when further guidance is received, and recorded information is up to date. For reference the similar metric relating to people in employment is no longer part of the ASCOF.
11. On 5 June 2023, the Committee received a report outlining the Market Sustainability and Improvement Fund for which the Council will receive £4.0m additional funding for the financial year 2023/24 to build capacity and improve market sustainability. One of the three target areas identified relates to reducing adult social care waiting times. As part of the conditions of the fund a baseline number of people **waiting for a social care assessment** was reported as 1,575 at the 1 January 2023. In the intervening six months this number has reduced by over 500 to 1,059. Furthermore,

the number waiting for six months or more at the end of the first quarter was 35, half what it was on 1 January.

12. **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. Both existing ASCOF metrics to measure a local authority's performance in this area have been retained in the revamped ASCOF – ASCOF 2A: the proportion of people with no continued needs post reablement, and ASCOF 2D: where people live 91 days following hospital discharge and reablement.
13. For the first of these metrics Leicestershire's performance during the first quarter of 2023/24 (89% or 949 out of 1,065) remained similar to last year and notably higher than the latest national average (78%). The second ASCOF metric shows that 86% (547 out of 638) people discharged from hospital to a reablement service between January and March 2023 were living at home 91 days post discharge. This is slightly down on 89% last year although above the latest known national average of 82%.
14. **Avoiding permanent placements in residential or nursing care homes** is a good indication of maximising independence and 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 17 admissions during the first quarter of 2023/24 giving an early forecast for the full year of 66, notably higher than 47 during 2022/23. This increase reflects the ongoing work to undertake reviews of people in temporary placements and where appropriate re-classify their length of stay to be permanent. However, based on the forecast, the rate of admissions (15.4 per 100,000 population) would take the Leicestershire position above the latest national average (13.9 per 100,000 population). For people aged 65 or over there were 180 admissions during the first quarter giving a current forecast of 714 admissions, lower than the previous year (824). Again, it is worth noting that this is an early forecast based on just one quarter's data and it is expected that there will be a shift in the projection as the year progresses.
15. 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. The revamped ASCOF focuses attention on the use of direct payments only as a way of measuring if people have choice and control over the care they access. At the end of the first quarter 35% (1,905 out of 5,410) of people in receipt of a long-term community service were doing so via a direct payment. This is similar to last year (36% or 1,939 out of 5,357) and higher than the latest nation average of 27% at the end of March 2022.
16. Local authorities are required to conduct two **statutory surveys** – an annual survey of people in receipt of social care services and a similar survey of carers on a biennial basis. During 2023/24 both surveys will be undertaken, firstly the carers survey in October and secondly the one for people in receipt of social care services in February 2024. Findings from the latter (previously conducted in February 2023) shows that 62% of people in receipt of services found 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.

17. 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 the first quarter of 2023/24 there were 1,360 alerts, a 37% increase on 990 during the same period last 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. Between April and June 2023 there were 142 enquiries, very similar to 143 during the comparable period of the previous year. The new look ASCOF includes a new metric that monitors the proportion of completed enquiries where the outcome of an identified risk was that it was reduced or removed. During the first quarter of 2023/24 94% (125 out of 133) of enquires involved an identified risk being reduced or removed, slightly more than 90% (265 out of 294) during the full year 2022/23.
18. 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 the first three months of 2023/24, 79.5% (4,121 out of 5,185) 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 70% at the same point last year.

### Communities and Wellbeing

19. 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. Appendix A highlights a monthly milestone of where performance ideally needs to be if the annual target is to be met.
20. There were 127.1k physical **visits to heritage sites** during 2022/23 and whilst a 31% increase (+30.0k) on the previous Covid-19 pandemic disrupted year, the visitor numbers remain lower than prior to the outbreak of the pandemic (an annual average of 147.0k visits). For the period April to June 2023 there were 40.1k physical visits, 10.5% higher than the equivalent period during the previous year and when combined with 53.8k website visits the total (93.9k) for the quarter is above the milestone for the period.
21. During 2022/23 there were 539.6k **visits to libraries** across the county, 54% (+188.7k) more than the previous year. As with visits to heritage sites, the level remains lower than pre-pandemic, with 891.2k visits to libraries in 2019. Due to the replacement of software to count **website** visits during 2023/24, the local annual target for the year relates to physical visits only. By the end of the first quarter of 2023/24 there had been 141.6k visits to libraires, slightly higher than the milestone for the period of 136.3k.
22. During 2022/23 there were 2.3 million **loans** in total, up by 13.5% from 2.0 million during the previous year. For the period April to June 2023 there were 558.4k loans in total, just about in line with the milestone for the period. This total includes 189.9k

junior loans which are 14k lower than the milestone of 203.8k and 231.8k E-loans, 4.8k higher than the milestone of 227.0k.

23. The County Council's **Creative Learning Service** supports schools with a wide range of resources, pupil sessions and professional help to stimulate reading and creative learning across the curriculum. Between April and June there were 5.9k attendances at Creative Learning Service workshops, 800 more than the milestone for the period.
24. There were 5.7k hours of **volunteering** at libraries, museums and heritage services between April and June 2023, 1.4k higher than the milestone for the period.
25. 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 performance at the end of June was 88%, above the 86% target.

### **Conclusions**

26. For adult social care, reporting data and the monitoring of performance via the national ASCOF is entering a period of change as previously outlined in the DHSC Care Data Matters roadmap.
27. With regards performance in the first quarter, delaying people's needs through supporting them with a reablement service continues to have beneficial outcomes. Admissions to permanent care is a mixed picture with early full-year forecasts suggesting an increase for those aged 18-64 and a slight decrease for those aged 65 or over. However, it is recognised that these projections may change through the year.
28. Two statutory surveys will be completed in 2023/24 whilst findings from the survey undertaken last year showed a significant improvement in finding information and feeling safe. National figures will be published in the autumn.
29. As previously noted in the performance report to the Committee on 5 June 2023, the ongoing growth in new requests for support highlighted in paragraph eight, combined with the proportion that lead to a service – primarily home care – remains a challenge and is the current focus of detailed analysis.
30. The first quarter of 2023/24 was generally a positive one for Communities and Wellbeing Services which has seen increased activity across a range of services albeit the level remains lower than the before the pandemic outbreak in 2020.
31. Monitoring and analysis continues on a regular basis including key metrics of activity and performance across the Adults and Communities Department.

### **Background papers**

Adult Social Care Outcomes Framework

<https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions>

Delivering Wellbeing and opportunity in Leicestershire – Adults and Communities  
Department Ambitions and Strategy for 2020-24

<https://resources.leicestershire.gov.uk/sites/resource/files/field/pdf/2020/9/30/Vision-and-Strategy-for-Adults-and-Communities-Department-2020-2024.pdf>

Leicestershire County Council Strategic Plan 2022-26

<https://www.leicestershire.gov.uk/about-the-council/council-plans/the-strategic-plan>

Better Care Fund

<https://www.england.nhs.uk/ourwork/part-rel/transformation-fund/better-care-fund/>

Adults and Communities Overview and Scrutiny Committee – 5 June 2023 – Performance Report (Item 12)

<http://cexmodgov01/ieListDocuments.aspx?CId=1040&MId=7108&Ver=4>

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

32. None.

### **Equality Implications**

33. 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**

34. Data relating to equalities implications of service changes are assessed as part of Equality Impacts Assessments.

### **Other Relevant Impact Assessments**

#### **Health Implications**

35. 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 Quarter One (April to June) of 2023/24
- Appendix B – Adult Social Care Strategic Approach

### **Officers to Contact**


Jon Wilson, Director of Adults and Communities  
Adults and Communities Department  
Tel: 0116 305 7454  
Email: [jon.wilson@leics.gov.uk](mailto:jon.wilson@leics.gov.uk)


Matt Williams, Business Partner – Business Intelligence Service  
Chief Executive's Department  
Tel: 0116 305 7427  
Email: [matt.williams@leics.gov.uk](mailto:matt.williams@leics.gov.uk)


# Adults and Communities Performance 2023/24

## April to June 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

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	2023/24 Performance	2022/23 Performance
Local	% of sequels that 'Prevent Need'	Target Band Width	55% - 60% Local target 2023/24		53.7%	56.7%
ASCOF 3C	% of SUs who find it easy to find information	High	64.6% 21/22 Nat. Ave.		Survey is annual and will next run in February 2024	61.8%
ASCOF 3C	% of carers who find it easy to find information	High	57.7% 21/22 Nat. Ave.		Survey is biennial and will next run in October 2023	49.4% (2021/22)

Measure	Description	Aim	Rating	Progress	2023/24 Performance	2022/23 Performance
Local	Hours of Volunteering (Heritage & libraries)	High	4.3k Local Q1 Milestone		5.7k	3.9k



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

**Great Communities**

Cultural and historical heritage are enjoyed and conserved

Measure	Description	Aim	Rating	Progress	2023/24 Performance	2022/23 Performance
Local	Heritage visits (inc. website visits)	High	86.8k Local Q1 Milestone	▲	93.9k	82.9k
Local	Library visits (Physical visits only)	High	136.3k Local Q1 Milestone	▲	141.6k	123.6k
Local	Total library loans	High	565.2k Local Q1 Milestone	▲	558.4k	537.8k
Local	Junior loans	High	203.8k Local Q1 Milestone	▲	189.9k	180.6k
Local	E-loans	High	227.0k Local Q1 Milestone	▲	231.8k	222.2k
Local	Total community library issues	N/A	For Information Only	N/A	70.8k	67.9k
Local	Community library children's issues.	N/A	For Information Only	N/A	39.6k	38.7k
Local	Attendances at Creative Learning Service workshops	High	5.1k Local Q1 Milestone	▲	5.9k	4.3k

**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	2023/24 Performance	2022/23 Performance
Local	LALS Success Rate	High	86% Local Target 2022/23	▲	Term starts in September	88.0%

# REDUCE NEED

Leicestershire County Council's Strategic Plan 2022-26	<b>Improved Opportunities</b> Young people and adults are able to aim high and reach their full potential
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Measure	Description	Aim	Rating	Progress	2023/24 Performance	2022/23 Performance
ASCOF 2E	% of people living at home or with family	High	78.8% 21/22 Nat. Ave.		83.1%	85.6%

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	2023/24 Performance	2022/23 Performance
Local	% of sequels that 'Reduce Need'	Target Band Width	18% - 23% Local target 2023/24		15.5%	16.3%
ASCOF 5A	% of SUs who had as much social contact as they would like	High	40.6% 21/22 Nat. Ave		Survey is annual and will next run in February 2024	38.7%
ASCOF 5A	% 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 October 2023	24.7% (2021/22)
Local	Number of people awaiting a care assessment	Low	<1,575 Position as at 1 <sup>st</sup> Jan 2023		1,059 End of Q1 2023/24	1,520 End of Q1 2022/23
Local	Number of people awaiting a care assessment for more than six months	Low	<71 Position as at 1 <sup>st</sup> Jan 2023		35 (3% of total waiting at end of Q1 2023/24)	38 <sup>1</sup> (2% of total waiting at end of Q2 2023/24)

<sup>1</sup> Due to restructure of Adult Social Care and its associated work trays in April 2022 the first opportunity to count cases awaiting allocation for at least six months is the end of September 2022.

# 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	2023/24 Performance	2022/23 Performance
<b>Local</b>	% of sequels that 'Delay Need'	Target Band Width	10% - 15% Local target 2023/24	▲	16.3%	12.8%
<b>ASCOF 2A</b>	% of people who had no need for ongoing services following reablement	High	77.6% 21/22 Nat. Ave	◀▶	89.1%	87.4%
<b>ASCOF 2D</b> <i>*BCF*</i>	Living at home 91 days after hospital discharge and reablement	High	81.8% 21/22 Nat. Ave	▼	85.7%	89.4%
<b>ASCOF 2B</b>	Permanent admissions to care (aged 18-64) per 100,000 pop.	Low	13.9 per 100k pop. 21/22 Nat. Ave	▼	15.4 per 100k Pop. Forecast 66 Admissions in 23/24	11.1 per 100k Pop. Actual 47 Admissions in 22/23
<b>ASCOF 2C</b> <i>*BCF*</i>	Permanent admissions to care (aged 65+) per 100,000 pop.	Low	538.5 per 100k pop. 21/22 Nat. Ave	▲	466 per 100k Pop. Forecast 714 Admissions in 23/24	538 per 100k Pop. Actual 824 Admissions in 22/23

# 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	2023/24 Performance	2022/23 Performance
<b>Local</b>	% of sequels that 'Meet need'	Target Band Width	7% - 12% Local target 2023/24	◀▶	14.5%	14.3%
<b>ASCOF 3D</b>	Adult aged 18+ receiving direct payments	High	26.7% 21/22 Nat. Ave	◀▶	35.2%	36.2%

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	2023/24 Performance	2022/23 Performance
<b>ASCOF 4A</b>	% of service users who say that services have made them feel safe	High	85.6% 21/22 Nat. Ave.	▲	Survey is annual and will next run in February 2024	85.3%
<b>ASCOF 4B</b>	% of safeguarding enquiries where the identified risk was reduced or removed		New ASCOF metric for 2023/24 No national figures yet available	▲	94%	90%
<b>Local</b>	% of service users who received their annual review	High	55.2% 21/22 Nat. Ave	▲	79.5%	76.4%