Appendix A

Social Care & Education
Adult Social Care

Performance Report

2022/23: Quarter 3 (1/10/22 – 31/12/22)
Note on 2020/21 comparator data:
Due to the impact of Covid, data from 2020/21 should be treated with caution if being compared to other years

Key Messages

There is much positive work undertaken by Adult Social Care in the city. However pressures are having an impact on our capacity to recover from covid and meet increasingly complex demand.

Demand (volume of requests for support) fluctuates over the year but is forecast to be slightly below last year.

Complexity is difficult to 'see' in performance measures but has certainly increased as people face multiple and compounding issues (poor mental / physical health, financial constraints, fuel poverty, reduced support from others)

During the first half of the year we saw that a relatively high proportion of people assessed were found to have eligible needs but this has fallen back to 2021/22 levels in Q3

The % of people supported at point of contact could be greater (above 70%) – but we are confident that people who are given advice / information are not re-presenting to us with the same concerns

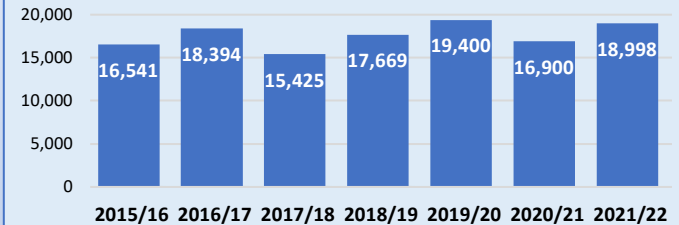Our short term service offer is effective and benchmarks well

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continued

- We are unable to keep pace with annual reviews due to other priority work – but the growth in overdue reviews has slowed in the last 6 months

- Safeguarding activity is being further explored, as the ratio of alerts to enquiries (meeting the threshold) is different to most other East Midlands councils

- New admissions to care homes have reduced which is in line with our strategic objectives to support people in the community

- Most people being discharged from hospital return to their usual place of residence

- The number of people going straight home rather than into a bed should be increased

- Complaints remain low and commendations steady

- A substantial majority of people tell us that the support they receive helps them to live their life

- Our CQC ratings for Supported living and Home Care are mostly good (87% and 82% respectively), with one supported living provider having an outstanding rating; but comparatively poor CQC ratings for Care Home and Nursing care (72% good or outstanding). Ratings have reduced since the pandemic and we are looking closely at the reasons for this, to make improvements.
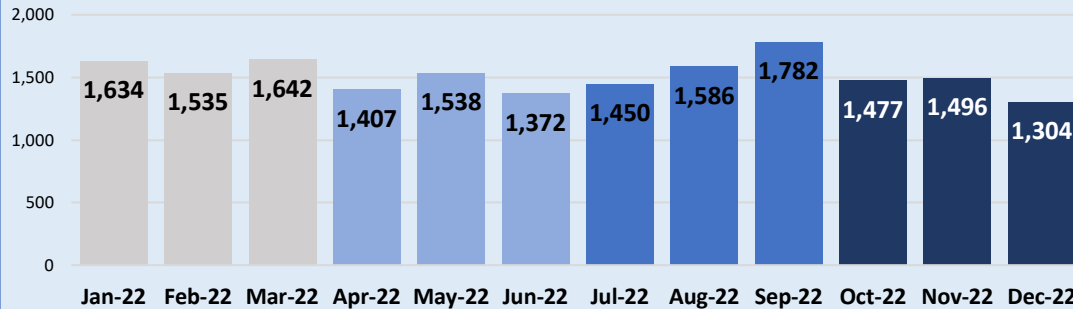
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Managing Demand – Total Contacts Created

Total new contacts created - Q1	4,317
- Q2	4,818
- Q3	4,277
Includes: Safeguarding, DoLS, Blue Badge renewals *Excludes: Contacts relating to existing cases*	**2022/23 forecast = 17,883**

Total Contacts Created Time series

Year	Value
2015/16	16,541
2016/17	18,394
2017/18	15,425
2018/19	17,669
2019/20	19,400
2020/21	16,900
2021/22	18,998

Total Contacts Created

Month	Value
Jan-22	1,634
Feb-22	1,535
Mar-22	1,642
Apr-22	1,407
May-22	1,538
Jun-22	1,372
Jul-22	1,450
Aug-22	1,586
Sep-22	1,782
Oct-22	1,477
Nov-22	1,496
Dec-22	1,304

Note: Not all referrals lead to a contact record being created. Telephony (ACD) data shows that call volumes have increased overall.

Key Message: The volume of contacts received has reduced this quarter. Longer time series data does show a degree of fluctuation, but the parameters are broadly consistent. The primary focus is on the quality of contacts (linked to screening and safeguarding outcomes) and what happens following the contact.
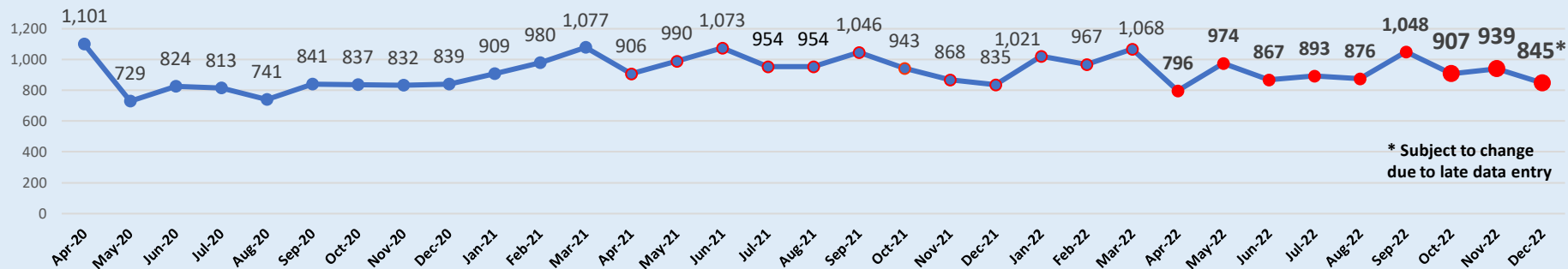
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Managing Demand – New Requests for Support

Number of Requests for Support from New People

Q1 = 2,637	Q2 = 2,817	Q3 = 2,619

Line chart: Number of Requests for Support from New People
- Apr-20: 1,101
- May-20: 729
- Jun-20: 824
- Jul-20: 813
- Aug-20: 741
- Sep-20: 841
- Oct-20: 837
- Nov-20: 832
- Dec-20: 839
- Jan-21: 909
- Feb-21: 980
- Mar-21: 1,077
- Apr-21: 906
- May-21: 990
- Jun-21: 1,073
- Jul-21: 954
- Aug-21: 954
- Sep-21: 1,046
- Oct-21: 943
- Nov-21: 868
- Dec-21: 835
- Jan-22: 1,021
- Feb-22: 967
- Mar-22: 1,068
- Apr-22: 796
- May-22: 974
- Jun-22: 867
- Jul-22: 893
- Aug-22: 876
- Sep-22: 1,048
- Oct-22: 907
- Nov-22: 939
- Dec-22: 845*

* Subject to change due to late data entry

Number of requests for support received from new people: time series

Stacked bar chart (18-64 / 65+):
- 2016/17: Total 12,906 — 18-64: 5,479, 65+: 7,427
- 2017/18: Total 13,483 — 18-64: 5,499, 65+: 7,984
- 2018/19: Total 14,351 — 18-64: 5,757, 65+: 8,594
- 2019/20: Total 13,564 — 18-64: 5,148, 65+: 8,416
- 2020/21: Total 10,459 — 18-64: 4,085, 65+: 6,374
- 2021/22: Total 11,612 — 18-64: 4,041, 65+: 7,571

Legend: ■ 18-64 ■ 65+
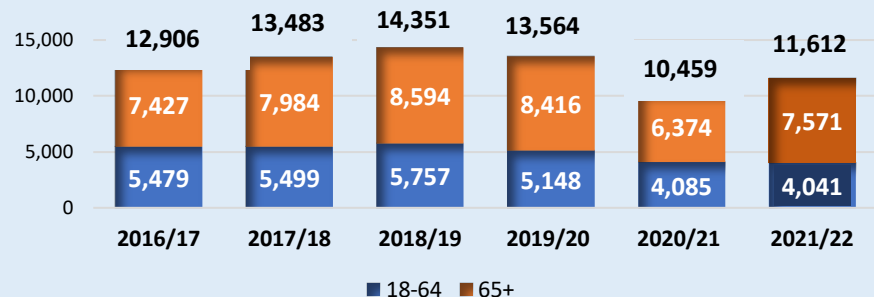
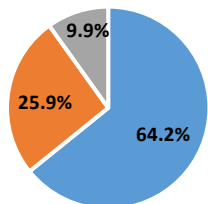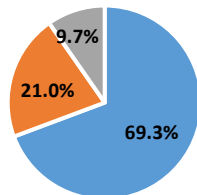**2022/3 Forecast = 10,860**

Key Message: As with contacts, requests for support do vary but within a consistent upper and lower interval.
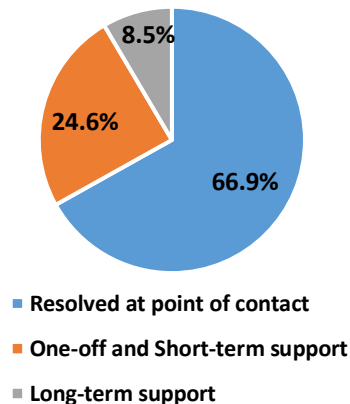
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Managing Demand – Meeting people's needs

Outcome of requests for support - Q1 2022/23

- 9.9%
- 25.9%
- 64.2%

Outcome of requests for support – Q2 2022/23

- 9.7%
- 21.0%
- 69.3%

Outcome of requests for support – Q3 2022/23

- 8.5%
- 24.6%
- 66.9%

■ Resolved at point of contact

■ One-off and Short-term support

■ Long-term support

Outcome of requests for support - 2019/20

- 5.9%
- 25.9%
- 68.3%

Outcome of requests for support - 2020/21

- 9.6%
- 21.0%
- 69.4%

Outcome of requests for support –2021/22
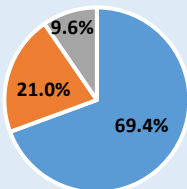

- 9.5%
- 25.4%
- 65.1%

Key Message: There has been a small reduction in the outcome of long term support this quarter. Ideally we would see an increase in both short term and 'resolved' outcomes and a greater decrease in long term support – this is work in progress in the context of work to embed a support sequence
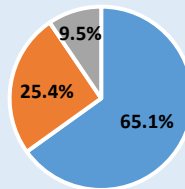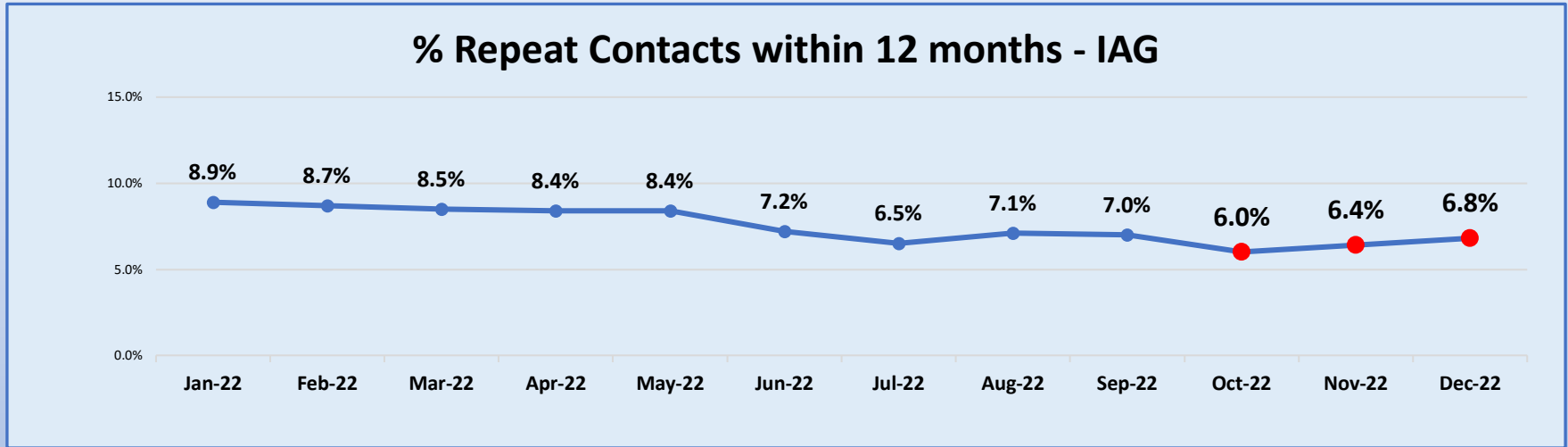
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Outcomes of Information, Advice and Guidance (IAG) and One-off support

% Repeat Contacts within 12 months - IAG

	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
	8.9%	8.7%	8.5%	8.4%	8.4%	7.2%	6.5%	7.1%	7.0%	6.0%	6.4%	6.8%

Key Message: Repeat enquiries for the same reason have further reduced and stayed low, which is positive.

Leicester City Council

Outcomes of short-term support

Effectiveness of reablement/enablement: No request was made for ongoing support

| Year	Value
2015/16	610/1,008
2016/17	587/949
2017/18	690/988
2018/19	697/988
2019/20	727/1,010
2020/21	489/789
2021/22	653/843
Q1 2022/23	155/197
Q2 2022/23	149/219
Q3 2022/23	159/203

Proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement / rehabilitation services

Year	Value
2015/16	88.2%
2016/17	92.3%
2017/18	85.4%
2018/19	90.4%
2019/20	92.3%
2020/21	93.2%
2021/22	91.7%
Q1 2022/23	87.3%
Q2 2022/23	90.9%
Q3 2022/23	92.6%

Key Message: Q3 position on effectiveness has recovered after a dip in Q2 and this is positive to note. The same is true for the 91 day metric, where we continue to perform strongly.
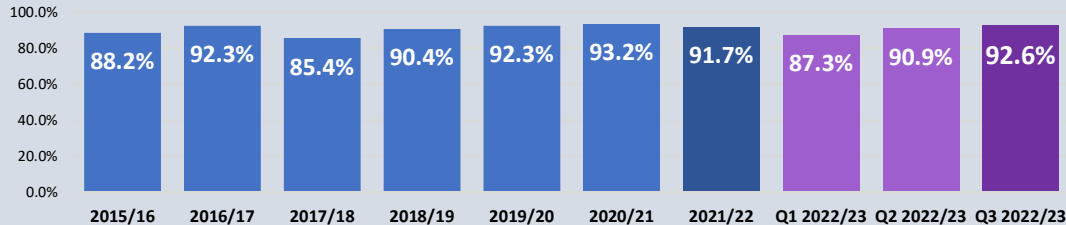
2021/22 Comparator Data
(ASCOF definition – 3 months only)

Leicester	88.2%
East Midlands	82.0%
England	81.8%

Leicester City Council

Long-Term Support (LTS)

Number of people receiving a long term package of care directly following a request for support

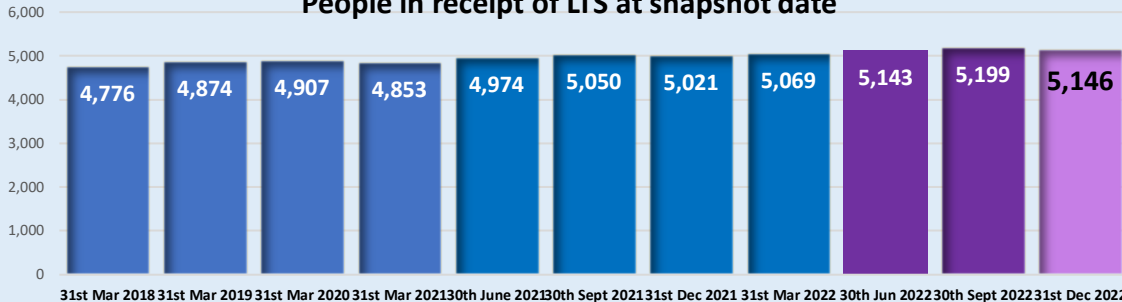| Q1 total = 254	Q2 total = 277	Q3 total = 221

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
71	81	82	78	96	80	93	98	86	62	83	76
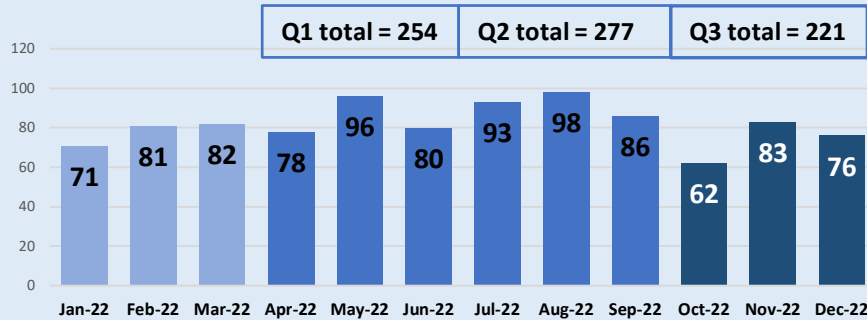
Number of people newly receiving a long term package of care - time series

2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
988	909	726	767	970	1,056
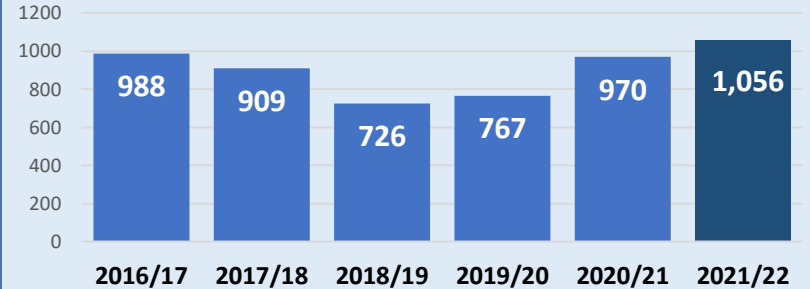
2022/3 Forecast = 1,003

People in receipt of LTS at snapshot date

31st Mar 2018	31st Mar 2019	31st Mar 2020	31st Mar 2021	30th June 2021	30th Sept 2021	31st Dec 2021	31st Mar 2022	30th Jun 2022	30th Sept 2022	31st Dec 2022
4,776	4,874	4,907	4,853	4,974	5,050	5,021	5,069	5,143	5,199	5,146

Key Message: There continues to be a steady increase in the numbers of people in receipt of LTS, in part driven by reduced leavers as well as additional new packages. Work continues to explore alternatives to council support.
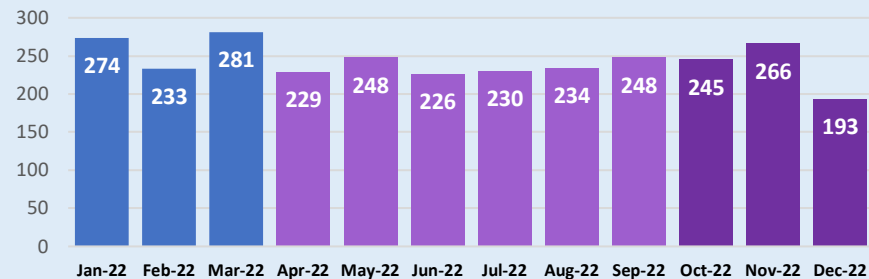
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Reviews

Number of people in receipt of a service who have not been reviewed for 24 months or more since their last review

Apr-21: 517
May-21: 575
Jun-21: 623
Jul-21: 653
Aug-21: 665
Sep-21: 691
Oct-21: 720
Nov-21: 745
Dec-21: 765
Jan-22: 788
Feb-22: 824
Mar-22: 871
Apr-22: 941
May-22: 986
Jun-22: 1,026
Jul-22: 1,066
Aug-22: 1,081
Sep-22: 1,105
Oct-22: 1,107
Nov-22: 1,120
Dec-22: 1,127
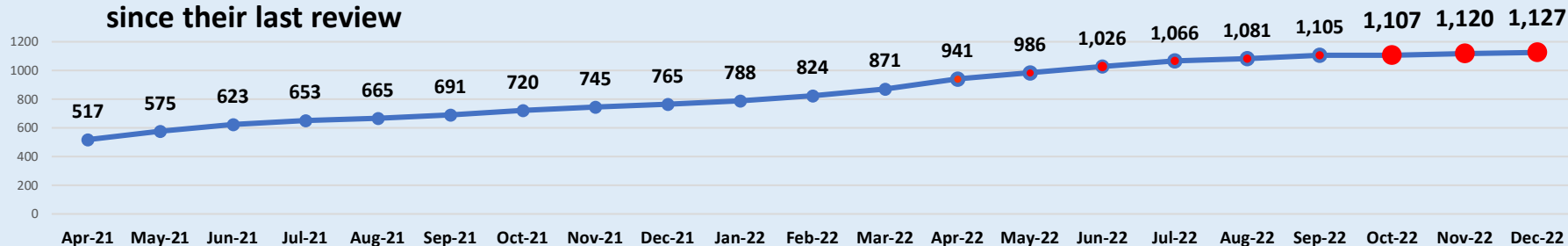
Key Message: Reviews continue to be a considerable cause for concern. Most (but not all) teams have managed to recruit some additional capacity and are beginning to track activity and outcomes from this dedicated resource. Recent insights from Care Analytics work will help to target the review capacity we do have. December activity will have been impacted by the short working month / leave taken. Although number grow, the rate of growth has slowed in the last 6 months compared to the previous 6 months
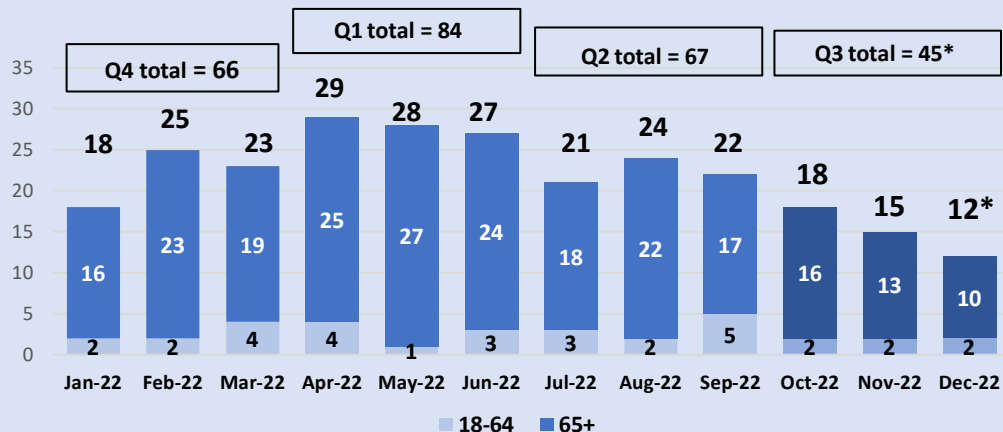
Number of reviews completed

Jan-22: 274
Feb-22: 233
Mar-22: 281
Apr-22: 229
May-22: 248
Jun-22: 226
Jul-22: 230
Aug-22: 234
Sep-22: 248
Oct-22: 245
Nov-22: 266
Dec-22: 193

Leicester City Council

Long-Term Support – New admissions to residential and nursing care

New permanent admissions to residential and nursing care

Q4 total = 66
Q1 total = 84
Q2 total = 67
Q3 total = 45*

Month	18-64	65+	Total
Jan-22	2	16	18
Feb-22	2	23	25
Mar-22	4	19	23
Apr-22	4	25	29
May-22	1	27	28
Jun-22	3	24	27
Jul-22	3	18	21
Aug-22	2	22	24
Sep-22	5	17	22
Oct-22	2	16	18
Nov-22	2	13	15
Dec-22	2	10	12*

18-64   65+

2022/3 Forecast = 261

*Subject to change due to data entry / checking

New permanent admissions to residential and nursing care – time series

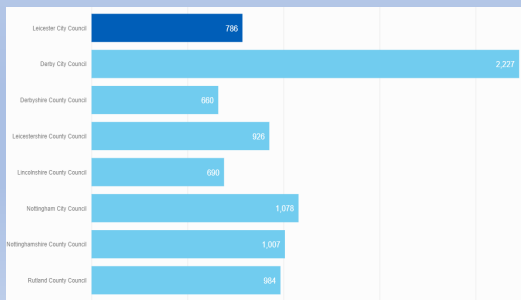| Year	18-64	65+	Total
2016/17	40	282	322
2017/18	33	281	314
2018/19	41	256	297
2019/20	43	287	330
2020/21	35	179	214
2021/22	43	231	274

18-64   65+
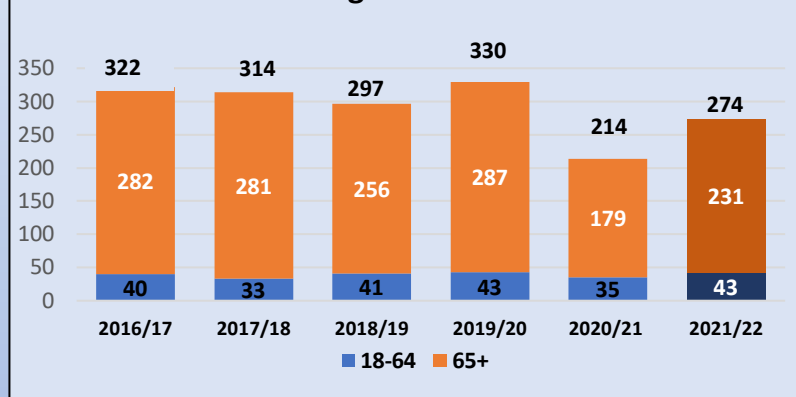
Key Message: Placement activity has further reduced and the year end forecast looks positive, given our strategic priority to reduce care home use.

Leicester City Council

Safeguarding – 'Alerts' and 'Enquiries'

Alerts and Enquiries (monthly bar chart, Jan-22 to Dec-22)

- Alerts of a safeguarding concern received: Jan-22: 171, Feb-22: 172, Mar-22: 184, Apr-22: 175, May-22: 170, Jun-22: 196, Jul-22: 138, Aug-22: 196, Sep-22: 210, Oct-22: 162, Nov-22: 73, Dec-22: 135
- Alerts where threshold met (prompting enquiry): Jan-22: 76, Feb-22: 73, Mar-22: 92, Apr-22: 77, May-22: 88, Jun-22: 94, Jul-22: 78, Aug-22: 45, Sep-22: 36, Oct-22: 36, Nov-22: 21, Dec-22: 33

Alerts and Enquiries - time series

- Alerts of a safeguarding concern received: 2016/17: 2,657, 2017/18: 2,264, 2018/19: 2,383, 2019/20: 1,669, 2020/21: 1,776, 2021/22: 2,055
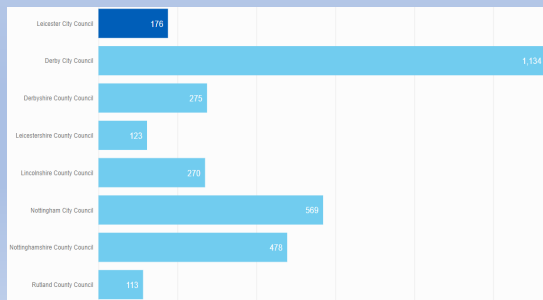- Alerts where threshold met (prompting enquiry): 2016/17: 464, 2017/18: 629, 2018/19: 787, 2019/20: 663, 2020/21: 781, 2021/22: 1,001

East Midlands Comparators (per 100,000 pop.) – 2021/22

Alerts

- Leicester City Council: 786
- Derby City Council: 2,227
- Derbyshire County Council: 660
- Leicestershire County Council: 926
- Lincolnshire County Council: 690
- Nottingham City Council: 1,078
- Nottinghamshire County Council: 1,007
- Rutland County Council: 984

Enquiries

- Leicester City Council: 176
- Derby City Council: 1,134
- Derbyshire County Council: 275
- Leicestershire County Council: 123
- Lincolnshire County Council: 270
- Nottingham City Council: 569
- Nottinghamshire County Council: 478
- Rutland County Council: 113

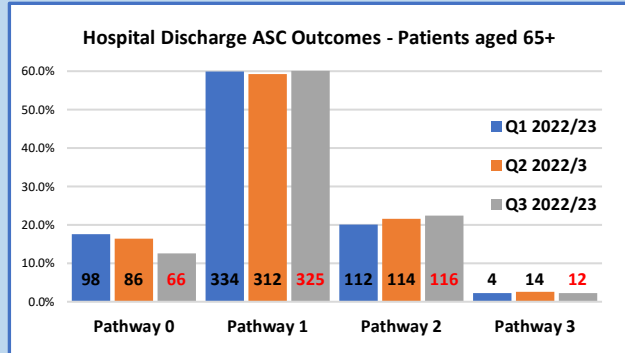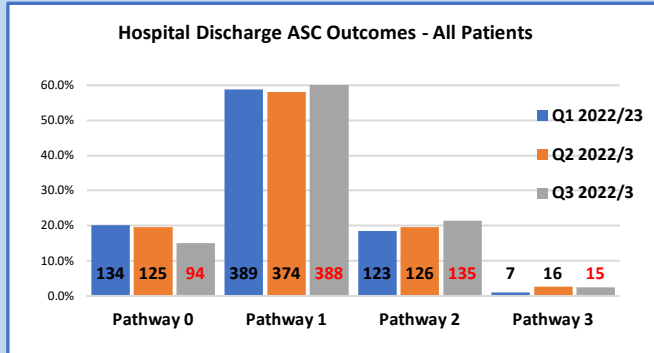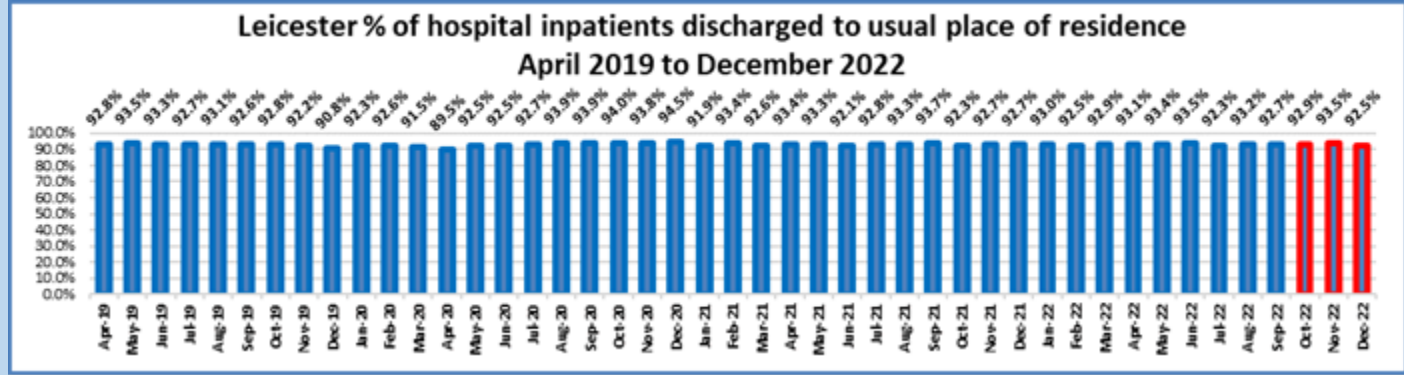**Key Message:** The position in Q2 has continued. Recent work on benchmarking regionally and from the Self assessment workshop will continue to explore factors that might drive the recording of alerts and conversion to enquiries.

Leicester City Council

Health and Social Care Integration – Supporting hospital discharges

Leicester % of hospital inpatients discharged to usual place of residence April 2019 to December 2022

Hospital Discharge ASC Outcomes - All Patients

Hospital Discharge ASC Outcomes - Patients aged 65+

Pathway 0 - No Care Provided

Pathway 1 - Care Package / Reablement / Re-start

Pathway 2 - Rehab/ Assessment Bed /Short Stay Placement
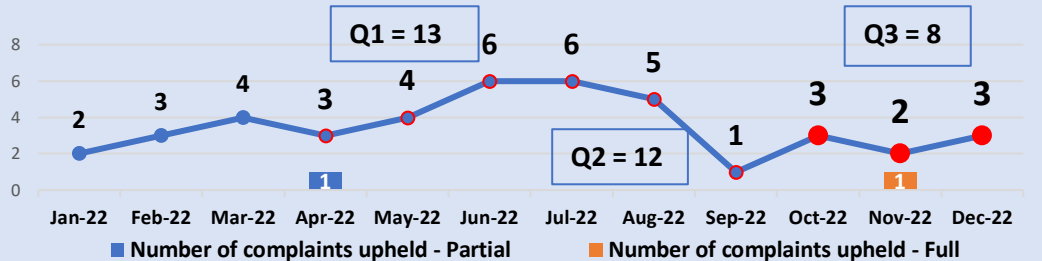
Pathway 3 - Permanent Care Home Placement

Key Message: Work continues with discharge colleagues across the system to reduce the use of Pathway 2 (bedded solutions). Enhanced use of Pathway 1 is intended, and partners are working with Newton Europe to identify opportunities to change 'prescriptions' at the point of discharge.
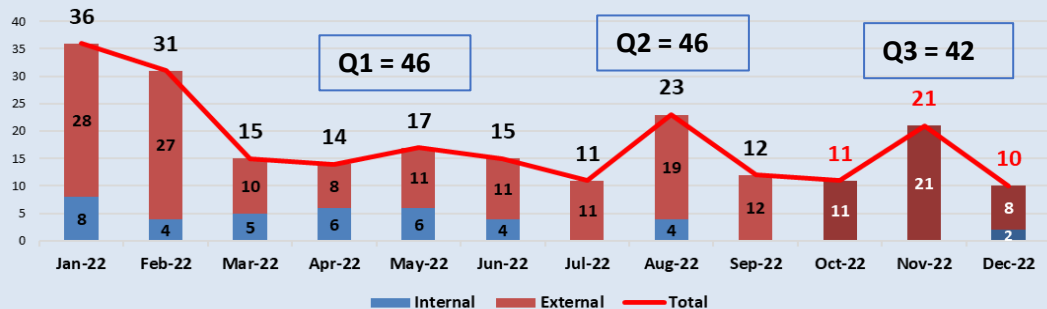
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Quality – Complaints and commendations

Number of complaints received

Q1 = 13
Q2 = 12
Q3 = 8

Values by month (Jan-22 to Dec-22): 2, 3, 4, 3, 4, 6, 6, 5, 1, 3, 2, 3

Apr-22: Partial = 1
Nov-22: Full = 1

Legend: Number of complaints upheld - Partial | Number of complaints upheld - Full

	2018/19	2019/20	2020/21	2021/22
Complaints – Total	85	81	44	49
Complaints - Fully Upheld	18	9	4	1
Complaints - Partially Upheld	16	22	8	1
Commendations	248	295	264	252

Number of commendations received

Q1 = 46
Q2 = 46
Q3 = 42

Month	Internal	External	Total
Jan-22	8	28	36
Feb-22	4	27	31
Mar-22	5	10	15
Apr-22	6	8	14
May-22	6	11	17
Jun-22	4	11	15
Jul-22		11	11
Aug-22	4	19	23
Sep-22		12	12
Oct-22		11	11
Nov-22		21	21
Dec-22	2	8	10

Legend: Internal | External | Total

Key Message: Numbers are small but complaint activity remains low. Commendations are steady.

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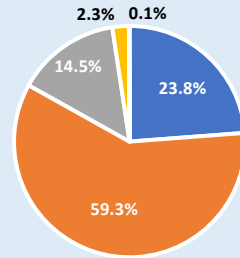# Satisfaction and outcomes – strengths based related outcomes

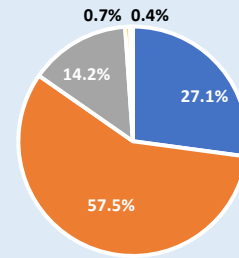**Does the support you receive help you live your life?**

Q3 – 2022/23
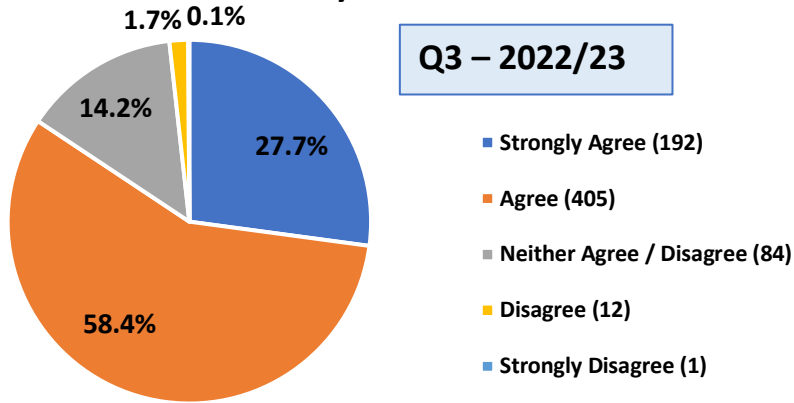
- ■ Strongly Agree (192)
- ■ Agree (405)
- ■ Neither Agree / Disagree (84)
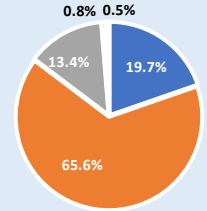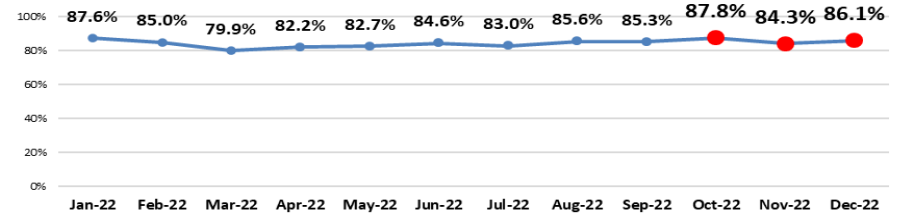- ■ Disagree (12)
- ■ Strongly Disagree (1)

27.7%
58.4%
14.2%
1.7% 0.1%

Q1 - 2022/23
2.3% 0.1%
14.5%
23.8%
59.3%

Q2 - 2022/23
0.7% 0.4%
14.2%
27.1%
57.5%

Full year - 2021/22
0.8% 0.5%
13.4%
19.7%
65.6%

Agree / strongly agree

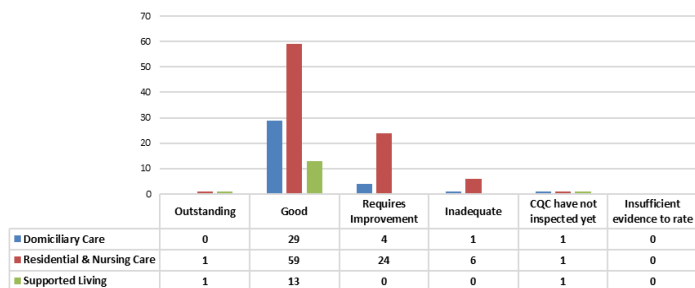| Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
87.6%	85.0%	79.9%	82.2%	82.7%	84.6%	83.0%	85.6%	85.3%	87.8%	84.3%	86.1%

Key Message: Overall satisfaction rates are fairly steady and positive. This will continued to be monitored and the Making it Real group will be a vehicle by which to explore experience. There is a positive shift this quarter to the % of people reporting to strongly agree but this has varied across the year within fairly small parameters.

Leicester City Council

Quality – Commissioned services: CQC/QAF

CQC Ratings for Contracted Care Providers (As at 31st December 2022)

	Outstanding	Good	Requires Improvement	Inadequate	CQC have not inspected yet	Insufficient evidence to rate
Domiciliary Care	0	29	4	1	1	0
Residential & Nursing Care	1	59	24	6	1	0
Supported Living	1	13	0	0	1	0

Key Message: CQC ratings for Leicester compare poorly to most other authorities in the East Midlands, with the exception of Nottingham and West Northants; and have declined over time. In addition the East Midlands Region overall performs less well than other areas nationally. ADASS has commissioned work to understand the reasons for this, the results of this will help to inform our approach to quality management and performance improvement. Quality Assurance Framework (QAF) performance is encouraging and a programme of work will ensure that all QAFs are completed in line with the annual cycle.

December CQC ratings for East Midland Care Homes (%)
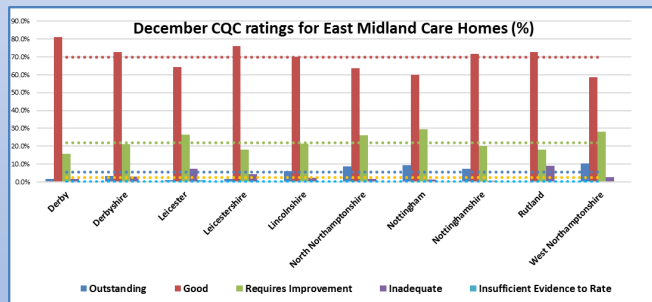
Quality Assurance Framework: Proportion of providers compliant at their most recent assessment / re-assessment

Period / date	Domiciliary Care	Residential & Nursing Care	Supported Living	VCS
2018/19	72.4%	96.2%	86.4%	94.3%
2019/20	94.1%	100%	100%	95.7%
2020/21	100%	100%	100%	95.8%
January – November 2022 – All at 100%				
31/12/2022	100% (17/35 assessed)	100% (72/90 assessed)	100% (7/17 assessed)	100% (17/32 assessed)

LA	Outstanding	Change from previous month (%)	Change from Mar 2022 (%)	Change from March 2020 (%)	Good	Change from previous month (%)	Change from Mar 2022 (%)	Change from March 2020 (%)	Requires Improvement	Change from previous month (%)	Change from Mar 2022 (%)	Change from March 2020 (%)	Inadequate	Change from previous month (%)	Change from Mar 2022 (%)	Change from March 2020 (%)	Insufficient Evidence to Rate
Leicester	1	0	-1	-2	61	-2	-9	-19	25	1	3	7	7	1	2	7	
Leicester %	1.1%	0.0%	-50.0%	-66.7%	64.2%	-3.2%	-12.9%	-23.8%	26.3%	4.2%	13.6%	38.9%	7.4%	16.7%	40%		1.1%

Leicester City Council