



# Adult Social Care

QUARTER 2 PERFORMANCE and QUALITY ASSURANCE  
APRIL-SEPTEMBER 2025

# AREAS OF RISK

- **WAITS FOR REVIEW OVER 24 MONTHS.**
- Long term waits have remained at a static level for the last two quarters where reductions are being targeted
- We have increased review team capacity and the team have worked through their first tranche of the most overdue reviews
- Unfortunately staff have been pulled into other priorities and there has been some delayed recruitment
- We have a new project delivery structure for "Review Improvement" under the Performance Oversight Board.

# AREAS OF RISK

- **SOCIAL WORKER and OTHER VACANCIES**
- Recruitment and retention remains a challenge as it is across the social care sector
- The SCE department now has a dedicated Human Resources Business Partner
- We are using the % underspend created from staffing vacancies (Vacancy Level Turnover) and reinvesting this in a larger staffing establishment to give more resilience. Some of the current vacancy rate is due to the expansion of the establishment.
- Building on our successful apprenticeship programme we have created a Social Care Academy with a newly appointed Head to drive recruitment into the sector and ongoing professional development

# AREAS OF POSITIVE PERFORMANCE

- Increase in Q2 of discharges from hospital in pathway one (home) and a reduction in pathway 3 (care homes).
- This is the highest percentage of pathway 1 discharges for 2 years
- Overall waiting times (aside from reviews) benchmark well against East Midlands peers

# AREAS OF POSITIVE PERFORMANCE

Area	2025/26 Q2					
	Count (per 100000 people)					
Adults on a waiting list for a DOLS assessment per 100k population aged 18+	Adults on a waiting list for an OT assessment per 100k population aged 18+	Adults on a waiting list for a Needs assessment per 100k population aged 18+	People on a waiting list for a Carers assessment per 100k population aged 18+	Adults on a waiting list for a financial assessment per 100k population aged 18+	Adults on a waiting list for a review per 100k population aged 18+	
Derby	215.1	166.5	144.8	3.3	no value	446.6
Derbyshire	420.1	150.6	55.1	0.0	13.2	73.7
Leicester	187.2	104.5	49.7	4.0	15.1	722.1
Leicestershire	149.6	88.8	65.2	21.2	59.5	211.0
Lincolnshire	210.6	77.8	72.9	3.4	12.8	248.0
North Northamptonshire	215.6	224.2	100.8	25.1	no value	490.4
Nottingham	375.4	196.7	172.3	no value	19.8	708.9
Nottinghamshire	129.6	11.5	85.6	16.9	11.4	351.3
Rutland	71.8	125.6	38.9	23.9	no value	155.5
West Northamptonshire	381.1	92.9	83.3	0.0	0.3	294.6
Mean for East Midlands (ADASS Region)	235.6	123.9	86.9	10.9	18.9	370.2

1 Quartiles within East Midlands (ADASS Region)

2 Quartiles within East Midlands (ADASS Region)

3 Quartiles within East Midlands (ADASS Region)

4 Quartiles within East Midlands (ADASS Region)



# Quality Assurance Framework

We have a quality assurance framework with 4 domains drawing on 20 varied sources of information including:

- National performance data and local operational data / metrics
- Financial information
- Complaints, commendations and feedback
- Practice audits
- Reviews and sector led / peer visits
- Information from staff – huddles, forums, surveys

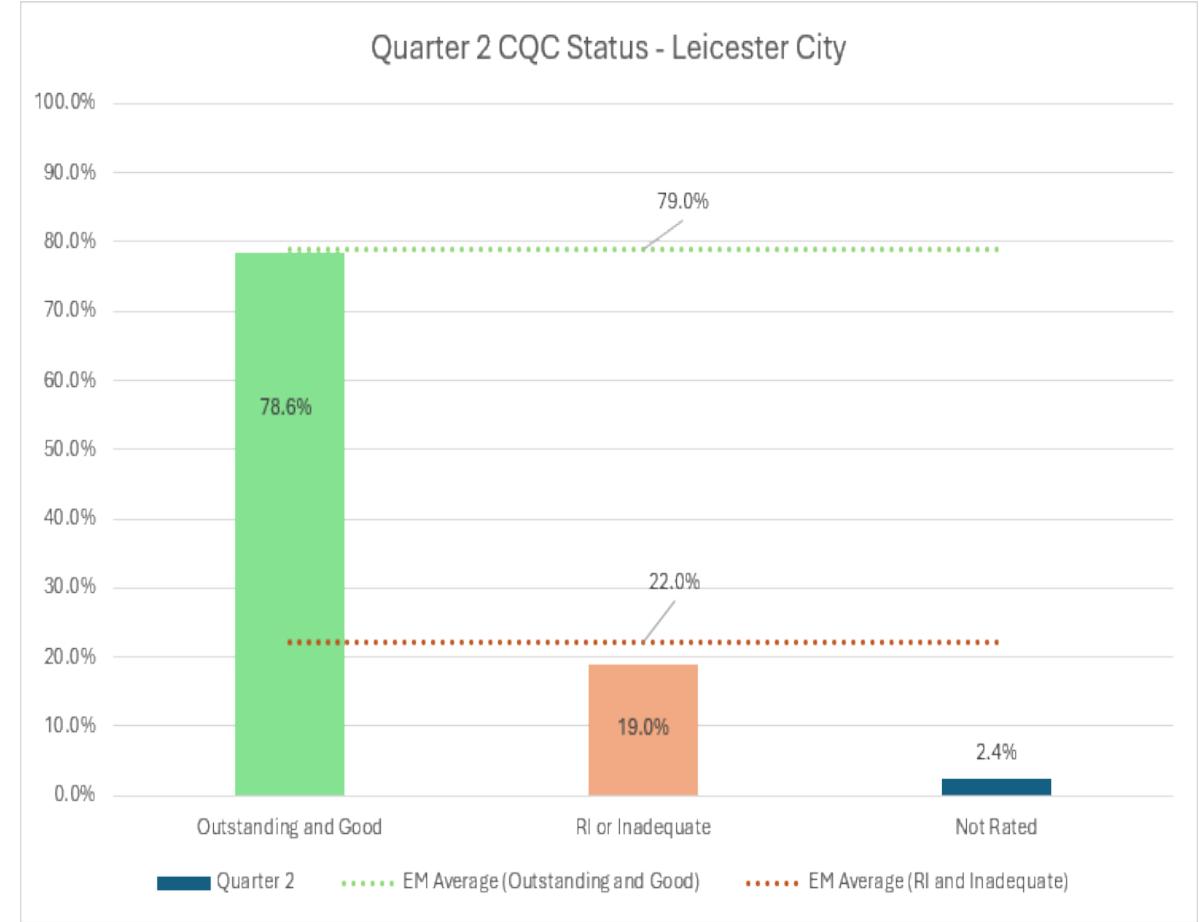
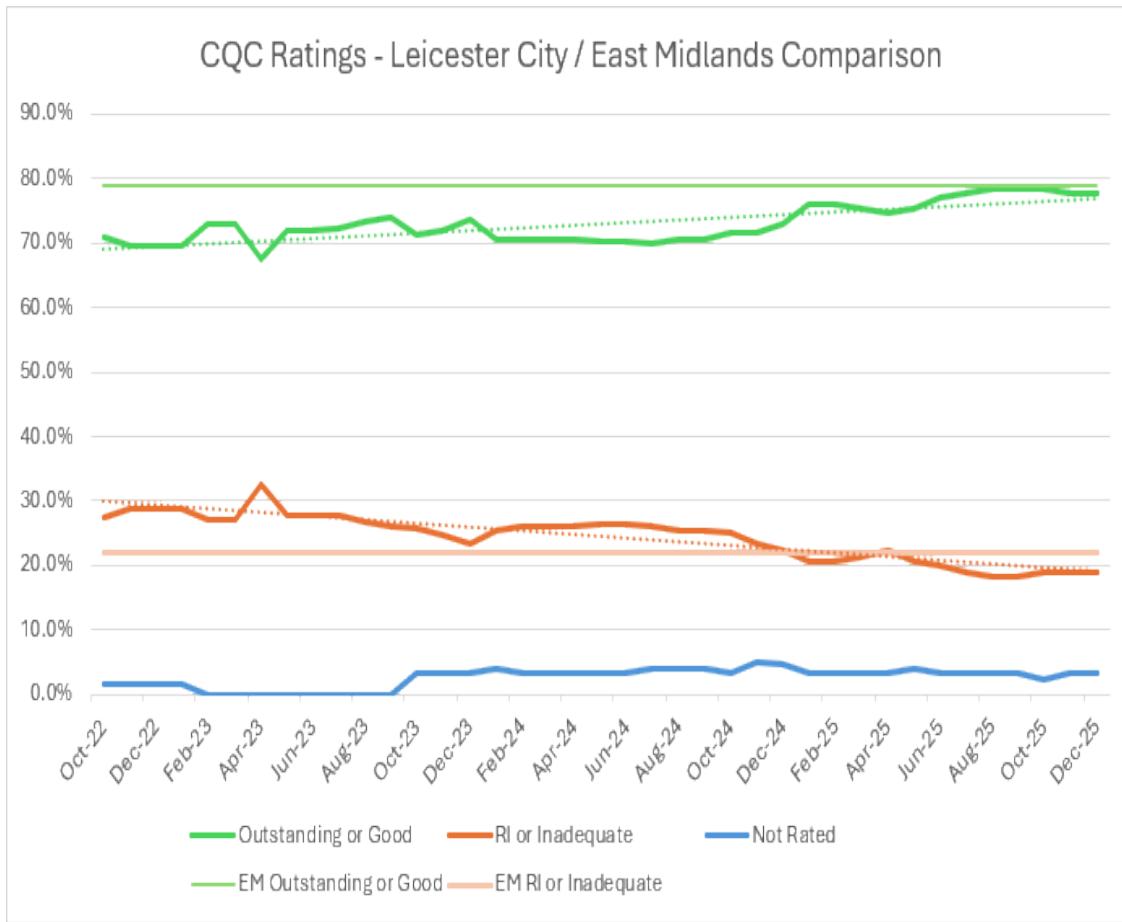
# Quality Assurance Framework

- Quality of practice is overseen by the Practice Oversight Board, reporting into the SCE Learning and Improvement Board
- Reporting cycles vary by source – monthly / quarterly / annual
- Evidence is drawn together in an Annual Assurance Statement
- A public facing ‘Community Story’ (Local Account) is co-produced with the Making it Real Group / Leicester Voices Together

# QA of External Providers

- Bespoke Quality Assurance Framework & Contract Monitoring framework drawing on the standards as set out in service specifications
- Quarterly performance management against KPIs
- Intelligence gathering from CQC data, social work teams, partners (Local Authorities and Health), supporting risk rating of providers and determination of visits
- Announced and unannounced visits
- Health and Safety, infection prevention control audits by subject experts
- Information sharing across the partnership

# CQC ratings



# Next Steps for Quality Assurance

- Developing a consistent methodology across the department
- Activity proportionate to risk
- Drawing in learning from compliments and complaints
- Clear analysis
- Answering the "So What?" Question
- Human learning systems approach to "aggregate evidence"
- Driving our workforce development activity
- Co-sponsors Divisional Directors Damian Elcock and Ruth Lake

# Leading Performance Initiative

- For all SCE managers and leaders from Team Manager upwards
- Reflective performance workbook for every manager
- Mandatory sessions:
  - Positive psychology and motivation (Art of Brilliance)
  - Using data (PCH)
  - Ethical leadership and social justice (SCE Directors)
- Delivery by May 2026
- Co-sponsors Strategic Director Laurence Mackie-Jones and Divisional Director Sophie Maltby

# Diversity and Inclusion

- Development of initial plan and staff engagement
- Inclusive decision-making forum - "views of those with lived experience"
- Maturity matrix drive by staff engagement
- Annual improvement plan
- Utilising tools such as Diverse by Design
- Co-sponsors Laurence Mackie-Jones and Divisional Director Kate Galoppi