

From: Peter Oakford, Cabinet Member for Strategic Commissioning and Public Health

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To: Health Reform and Public Health Cabinet Committee - 1st May 2018

Subject: Performance of Public Health commissioned services

Classification: Unrestricted

Previous Pathway: This is the first committee to consider this report

Future Pathway: None

Electoral Division: All

Summary: This report provides an overview of key performance indicators (KPIs) for Public Health commissioned services. 13 of the 15 KPIs were RAG rated green in the latest quarter, 2 were amber, and none were red.

Changes are to be made to 4 KPIs for 2018/19. This includes a change in focus of one KPI to a satisfaction measure, one change to account for the new integrated lifestyle service – “One You Kent”, and two changed targets to reflect local and national performance trends.

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **note and comment on** the Q3 performance of Public Health commissioned services and **agree** the proposed KPI changes to be presented in future Cabinet Committee Papers.

1. Introduction

- 1.1. This report provides an overview of the performance of the public health services that are commissioned by KCC. It focuses on the key performance indicators (KPIs) that are included in the Public Health Business Plan and presented to Cabinet via the KCC Quarterly Performance Report (QPR). Appendix 1 contains the full table of KPIs and the performance over the previous 5 quarters.
- 1.2. Revisions to the current KPIs for 2018/19 are outlined in section 3; 4 KPIs are changed to account for national and local trends or service delivery changes.

2. Overview of Performance

- 2.1. Of the 15 KPIs for Public Health commissioned services, 13 remained above target in Q3 17/18 (green), 2 were below target but remained within acceptable levels (amber), these were for adults completing substance misuse treatment

successfully and new clients accessing the health trainer service being from the 2 most deprived quintiles or NFA. No KPIs fell below the 'floor target' (red).

2.2. Appendix 1 provides the data for the following indicators.

Health Visiting

2.3. The Health Visiting Service achieved the expected targets in Q3 with more than 70,000 developmental reviews completed in the twelve-month period to December 2017. There were slight reductions in the proportion of antenatal visits and 2-2½ year reviews completed, although the performance remained above the target and above the national average for Q2 2017/18.

2.4. The service has been developing an action plan to improve communication with maternity services and increase the proportion of families that receive an antenatal visit. The service has also worked closely with KCC Early Help Services and started to jointly deliver a range of parenting programmes in children's centres across the county. The universal developmental review and the follow-up support and advice from health visitors are making a crucial contribution to ensuring Kent children get the best start in life.

Adult Health Improvement

2.5. The 31st March 2018 signals the end of the first 5-year cycle for the NHS Health Check programme. Quarter 3 data indicates that with 3 months left in the current cycle Kent has already sent 482,853 invites and delivered 195,745 checks. This exceeds the estimated eligible population of 452,000 to be invited as indicated by Public Health England and gives Kent a conversion rate of 41%.

2.6. Health Trainers, now working as One You Lifestyle Advisors, as part of One You Kent, continue to work with clients from areas of high deprivation, however the decreases experienced are being addressed by the providers through ongoing work around positioning of services and staff to maximise reach in Kent.

Sexual Health

2.7. Sexual health services continue to offer quick and convenient access to appointments around genito-urinary medicine (GUM) within 48 hours.

2.8. Patients are offered a choice of services to access including the new online STI testing service which was launched in October 2017. In the first 3 months of this new service 2,666 tests were requested, and 1,170 patients were tested with 6% having positive results; these tests identified cases of chlamydia, syphilis and HIV.

Drug and Alcohol Services

2.9. To better understand the decreasing adult treatment population, commissioners are working with providers to undertake a modelling exercise to determine capacity and to identify any barriers to accessing structured treatment in Kent.

The current decrease can be attributed to the decreasing number of alcohol-only clients which is reflective of national trends.

- 2.10. East Kent Services have completed their co-design process work with Rethink (a Mental Health charity) and priority areas were identified as - joined up service delivery, networks and communications, recovery and holistic care, dual diagnosis and mental health, long term opiate users, older adult drinkers and young users. Commissioners are working with the East Kent provider to prioritise the recommendations and embed them into the new service.
- 2.11. West Kent Services continue to identify areas for service development, currently the focus is on recruitment of recovery motivators and caseload segmentation to proactively monitor and review caseloads to ensure effective movement of clients through the service.
- 2.12. The young person's drug and alcohol service continues to deliver a wide range of interventions and as at the end of Q3 2017/18, DUST training was delivered to 617 professionals, 2,240 young people were engaged in Early Intervention group work, 61 young people completed the RisKit programme, and 223 sessions of an evidence-based parenting programme were delivered.
- 2.13. The numbers of young people accessing structured treatment remains stable with similar numbers each quarter exiting treatment and with a planned exit.

Mental Wellbeing Service

- 2.14. With the strong correlation between deprivation and mental illness, Live Well Kent continues to ensure a high proportion of new clients are from the most deprived areas of Kent, keeping their performance above the target of 50%.

3. Proposed KPI Changes for 2018/19

- 3.1. Table 1 outlines changes to the KPI's and their targets for 2018/19. Two metrics have changing targets to reflect national and/or local trends. One KPI now refers to One You Kent Advisors, rather than Health Trainers, following the change to an integrated lifestyle service. The Live Well Kent KPI will present levels of satisfaction via a recommendation measure, replacing the current one focussing on deprivation.
- 3.2. All other KPIs and their targets are to remain the same.

Table 1: Proposed KPI changes for 2018/19

KPI:	Change:
New clients engaged with the One You Kent Advisors from the most deprived areas in the County	New KPI with a change from Health Trainers to One You Kent Advisors. Target of 60% with a floor of 48%.
Successful completion of drug and alcohol treatment of all those in treatment	Target change to reflect national and local performance trends. New target of 26%, with a floor of 21%.
Mothers receiving an antenatal visit/contact with the Health Visiting Service	Target change to reflect improving performance. New target of 50% with a floor of 40%.

KPI:	Change:
Live Well Kent clients who would recommend the service to family, friends or someone in a similar situation	New KPI with a change from deprivation to satisfaction. Target of 90% with a floor of 72%.

4. Quality

4.1. There are no quality exceptions to report this quarter.

5. Conclusion

5.1. 13 of the 15 KPIs with targets stated in the Public Health business plan were rated green in Q3 and 2 were amber. All were performing within acceptable levels of the target.

5.2. Changes to 4 KPIs are recommended to reflect changes in service delivery, national and local performance trends.

6. Recommendations

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **note and comment on** the Q3 performance of Public Health commissioned services and **agree** the proposed KPI changes to be presented in future Cabinet Committee Papers.

7. Background Documents

None

8. Appendices

Appendix 1 - Public Health Commissioned Services KPIs and Key.

9. Contact Details

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Appendix 1: Public Health Commissioned Services – Key Performance Indicators Dashboard

Service	KPI's	Target 2017/18	Q3 16/17	Q4 16/17	Q1 17/18	Q2 17/18	Q3 17/18	DoT*- 2 most recent
Health Visiting	No. of mandated universal checks delivered by the health visiting service (12 month rolling)	65,000	65,088	64,633	66,902 (g)	68,837 (g)	70,456 (g)	↑
	No. and % of mothers receiving an antenatal contact with the health visiting service	30%	1,609 37% (r)	1,567 36% (r)	1,914 44% (g)	2,457 54% (g)	2,282 52% (g)	↓
	No. and % of new birth visits delivered by the health visitor service within 30 days of birth	95%	4,198 95%	3,864 97%	4,259 97% (g)	4,459 97% (g)	4,346 98% (g)	↑
	No. and % of infants due a 6-8 week who received one by the health visiting service	80%	3,965 88% (a)	3,543 88% (a)	3,859 89% (g)	3,989 89% (g)	4,199 92% (g)	↑
	No. and % of infants who are totally or partially breastfed at 6-8 weeks (health visiting service)	-	1,936 48%**	1,843 49%**	2,077 51%**	2,025 49%**	2,041 47%	-
	No. and % of infants receiving their 1-year review at 15 months by the health visiting service	80%	3,547 81%	3,447 83%	3,666 86% (g)	3,751 88% (g)	3,878 89% (g)	↑
	No. and % of children who received a 2-2½ year review with the health visiting service	80%	3,200 74% (r)	3,390 81% (a)	3,440 82% (g)	3,520 84% (g)	3,634 83% (g)	↓
Structured Substance Misuse Treatment	No. and % of young people exiting specialist substance misuse services with a planned exit	85%	51 89% (g)	75 93% (g)	66 94% (g)	79 92% (g)	76 92% (g)	↔
	No. and % of people successfully completing drug and/or alcohol treatment of all those in treatment	28%	1,330 28% (a)	1,256 27% (a)	1,221 27% (a)	1,143 26% (a)	1,126 25% (a)	↓
Lifestyle and Prevention	No. of the eligible population aged 40-74 years old receiving an NHS Health Check (12 month rolling)	41,600	41,057 (a)	42,071 (g)	42,568 (g)	43,677 (g)	42,943 (g)	↓
	No. and % of people quitting at 4 weeks, having set a quit date with smoking cessation services	52%	819 55% (g)	991 53% (g)	871 54% (g)	759 49% (a)	736 53% (g)	↑
	No. and % of new clients accessing the health trainer service being from the 2 most deprived quintiles & NFA	62%	619 61% (a)	626 59% (a)	584 65% (g)	414 61% (a)	354 59% (a)	↓
Sexual Health	No. and % of clients accessing GUM services offered an appointment to be seen within 48 hours	90%	100% (g)	100% (g)	100% (g)	100% (g)	100% (g)	↔
Mental Wellbeing	No. and % of sign-ups to the Live Well Kent service from the most deprived quintiles	50%	520 60% (g)	549 62% (g)	609 70% (g)	684 66% (g)	533 66% (g)	↔

*Relates to target measure. **Coverage above 85% however quarter did not meet 95% for robustness expected for national reporting

Commissioned services annual activity

Indicator Description	2013/14	2014/15	2015/16	2016/17	DoT
Participation rate of Year R (4-5 year olds) pupils in the National Child Measurement Programme	96% (g)	96% (g)	97% (g)	97% (g)	↔
Participation rate of Year 6 (10-11 year olds) pupils in the National Child Measurement Programme	94% (a)	95% (g)	96% (g)	96% (g)	↔
Number receiving an NHS Health Check over the 5-year programme (cumulative from 2013/14)	32,924	78,547	115,232	157,303	-
Number of adults accessing structured treatment substance misuse services	4,652	5,324	5,462	4,616	-
Number accessing KCC commissioned sexual health service clinics	-	-	73,153	78,144	-

Key:

RAG Ratings

(g) GREEN	Target has been achieved
(a) AMBER	Floor Standard* achieved but Target has not been met
(r) RED	Floor Standard* has not been achieved
nca	Not currently available

* Floor Standards are set in Directorate Business Plans and if not achieved must result in management action

DoT (Direction of Travel) Alerts

↑	Performance has improved
↓	Performance has worsened
↔	Performance has remained the same

Data quality note

All data included in this report for the current financial year is provisional unaudited data and is categorised as management information. All current in-year results may therefore be subject to later revision