

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health

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To: Health Reform and Public Health Cabinet Committee

21st January 2021

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 the Key Performance Indicators (KPIs) for Public Health commissioned services. Nine of the fifteen KPIs were RAG rated Green in the latest available quarter, three were Amber, one was Red and two had data unavailable due to the Coronavirus pandemic (COVID). The Red KPI is Health Checks which was paused in delivery due to the current pandemic between March and August, the provider is working on a future recovery plan.

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q2 2020/21.

1. Introduction

- 1.1. A core function of the Cabinet Committee is to review the performance of services which fall within its remit.
- 1.2. This report provides an overview of the Key Performance Indicators (KPIs) for the public health services that are commissioned by Kent County Council (KCC) and includes the KPIs presented to Cabinet via the KCC Quarterly Performance Report (QPR). Appendix 1 contains the full table of KPIs and performance over the previous 5 quarters.
- 1.3. Due to the coronavirus pandemic, some providers have been unable to provide data in time for publication. Providers have needed to focus on maintaining services, ensuring delivery is safe and in line with national guidance and with this it was agreed for some data submissions to be postponed.

2. Overview of Performance

2.1. Of the fifteen targeted KPIs for Public Health commissioned services nine achieved target (Green), three were below target but achieved the floor standard (Amber), and one did not achieve the floor standard (Red). This KPI relates to delivery of the NHS Health Checks Service.

3. Health Visiting

3.1. The Health Visiting Service has focused on the number of mandated universal contacts delivered, by maximising the use of forms of contact outside of face-to-face, where appropriate and in line with the national Coronavirus pandemic response guidance. 70% of pregnant women received a virtual antenatal contact in Quarter 2, and the service also focussed on vulnerable and first-time parents and those with an identified health need. 99% of parents have received a virtual or face to face new birth visit contact, of these 19% were delivered virtually.

3.2. The service has continued to deliver the other mandated contacts and a catch-up programme has been implemented to ensure families who did not receive an appointment due to the Coronavirus Pandemic will receive one in a timely way. All Health Visitor Teams are on a planned trajectory for all families to have been offered a developmental 9-12 month and 2-2.5 year review by end December 2020. Previously over 4,000 families were waiting for a 12 month review, by quarter end 795 were completed. Over 4,000 were also waiting for 2-2.5 year review, and 45% have been completed. Weekly health clinics have been run in each District and appointments were made available, following triage, on a bookable basis to families.

4. Adult Health Improvement

4.1. The NHS Health Check Programme was halted in March due to COVID. Public Health are working with the provider on a future recovery plan, which is underway but is dependent on capacity in primary care. Currently approximately 40 GP surgeries are back delivering health checks which is around a third of contracted GP's. COVID and the programme pause will impact the number of checks that can be completed within 20/21; The programme is a 5-year cohort and work over later years can target delivering catch up checks

4.2. In Q2 the smoking service predominantly offered telephone and video appointments to help to maintain a service through the Coronavirus Pandemic. Referrals to the service have increased following a successful Stoptober and Quit for Covid campaigns. This resulted in the service having a waiting list for the first time. Third party providers (GP & Pharmacy) are delivering at reduced capacity due to the prioritisation of the vaccine process. Public Health have worked with providers to upskill staff to increase capacity which has resulted in a reduction of the waiting list and the longest wait time is now around 2 weeks.

4.3. The One You Kent adult healthy lifestyle service have developed a number of digital interventions to help support service users through the pandemic. Referrals are lower when compared to this time last year and is largely due to a reduction in GP referrals. Early data shows a steady increase in referrals and positive feedback on using digital interventions. The service is developing a campaign video to assist those who may be less confident in accessing the service digitally.

5. Sexual Health

5.1. The sexual health service is currently unable to report accurately on the reported KPI due to changes in the pathway for testing which was in response to COVID. The available data is for clients who are seen face to face and does not include those clients who are directed to online testing which is a significant proportion. The service is working with Commissioners to ensure all online tests can be included in the reporting in the future. Services have adapted to COVID and through the new triage process are able to direct clients to the most appropriate form of care.

6. Drug and Alcohol Services

6.1. Adult Drug and Alcohol Services have seen a 46% increase in referrals during Q2, figures highlight a minor fluctuation of numbers in treatment, with many still awaiting on a referral outcome. Planned exits remain similar to Q1 with 27% of clients leaving structured treatment in a planned way. The services continue to predominantly deliver interventions virtually due to restrictions caused by COVID but will see service users face to face if they are high risk and/or there is a clinical need to.

6.2. The Young Person Service has seen a decline in the number of young people who have completed treatment in Q2 with over 40 young people exiting treatment. However, the proportion who have exited treatment in a planned way has increased to 91%. The service also started to work with young people who had been referred to the Kent Youth Diversion Intervention Scheme (KYDIS) by Kent Police following a break in service due to COVID; Q1 saw the highest number of young people engaged with the service when compared to previous Q1s.

7. Mental Wellbeing Service

7.1. Live Well Kent continue to reach the target of 90% of clients saying they would recommend the service to family, friends, or someone in a similar situation, despite the change to more virtual delivery due. Live Well Kent continues to monitor the trends in wellbeing to look at if there are any identified patterns from the impact of Coronavirus.

8. Conclusion

8.1. Nine of the fifteen KPIs remain above target and were RAG rated green.

8.2. Commissioners across all the service areas continue to explore other forms of delivery, for example digital services, to compliment traditional delivery mechanisms, to ensure current provision is fit for purpose, meets user needs and able to account for increasing demand levels in the future.

9. Recommendations

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q2 2020/21

10. Background Documents

None

11. Appendices

Appendix 1 - Public Health Commissioned Services KPIs and Key.

12. Contact Details

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

Service	KPI's	Target 19/20	Target 20/21	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	DoT**
Health Visiting	PH04: No. of mandated universal checks delivered by the health visiting service (12 month rolling)	65,000	65,000	67,168 (g)	67,387 (g)	67,627 (g)	69,073 (g)	69,440 (g)	↑
	PH14: No. and % of mothers receiving an antenatal contact with the health visiting service	43%	43%	1,390 (32% (r))	1,412 (34% (r))	1,321 (34% (r))	3,095 (76% (g))	2,877 (70% (g))	↓
	PH15: No. and % of new birth visits delivered by the health visitor service within 30 days of birth	95%	95%	4,231 (98% (g))	4,103 (97% (g))	3,729 (96% (g))	3,868 (97% (g))	4,061 (99% (g))	↑
	PH16: No. and % of infants due a 6-8 week who received one by the health visiting service	85%	85%	3,908 (90% (g))	3,760 (89% (g))	3,446 (86% (g))	3,447 (89% (g))	3,711 (90% (g))	↑
	PH23: No. and % of infants who are totally or partially breastfed at 6-8 weeks (health visiting service)	-	-	2,001 (46%*)	1,905 (48%*)	1,591 (48%*)	1,646 (51%*)	1,851 (51%*)	-
	PH17: No. and % of infants receiving their 1-year review at 15 months by the health visiting service	85%	85%	3,909 (88% (g))	4,089 (90% (g))	3,841 (89% (g))	3,669 (89% (g))	3,420 (81% (a))	↓
	PH18: No. and % of children who received a 2-2½ year review with the health visiting service	80%	80%	3,679 (84% (g))	3,816 (84% (g))	3,764 (81% (g))	3,269 (72% (a))	3,028 (70% (a))	↓
Structured Substance Misuse Treatment	PH13: No. and % of young people exiting specialist substance misuse services with a planned exit	85%	85%	64 (85% (g))	40 (91% (g))	56 (82% (a))	55 (77% (a))	42 (91% (g))	↑
	PH03: No. and % of people successfully completing drug and/or alcohol treatment of all those in treatment	25%	25%	1,366 (27% (g))	1,361 (27% (g))	1,345 (27% (g))	1,320 (27% (g))	1,312 (27% (g))	↔
Lifestyle and Prevention	PH01: No. of the eligible population aged 40-74 years old receiving an NHS Health Check (12 month rolling)	41,600	41,600	43,964 (g)	43,126 (g)	39,995 (a)	29,046 (r)	17,449 (r)	↓
	PH11: No. and % of people quitting at 4 weeks, having set a quit date with smoking cessation services	52%	52%	937 (59% (g))	977 (63% (g))	1,102 (61% (g))	246 (57% (g))	559 (62% (g))	↑
	PH21: No. and % of clients engaged with One You Kent Advisors being from the most deprived areas in the County	60%	60%	636 (54% (a))	677 (55% (a))	647 (53% (a))	283 (47% (r))	260 (51% (a))	↑
Sexual Health	PH24 % of all new first-time attendances who take up the offer and are screened for chlamydia, gonorrhoea, syphilis and HIV	-	70%	12,819 (72% (g))	nca	nca	621 (48% (a))	nca	↓
Mental Wellbeing	PH22: No. and % of Live Well Kent clients who would recommend the service to family, friends or someone in a similar situation	90%	90%	429 (100% (g))	339 (100% (g))	319 (99.7% (g))	308 (99.7% (g))	490 (99.4% (g))	↓

*Coverage above 85% however quarter did not meet 95% for robustness expected for national reporting

Commissioned services annual activity

Indicator Description	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	DoT
PH09: Participation rate of Year R (4-5 year olds) pupils in the National Child Measurement Programme	96% (g)	97% (g)	97% (g)	93% (g)	95% (g)	95% (g)	↔
PH10: Participation rate of Year 6 (10-11 year olds) pupils in the National Child Measurement Programme	95% (g)	96% (g)	96% (g)	96% (g)	94% (g)	94% (g)	↔
PH05: Number receiving an NHS Health Check over the 5-year programme (cumulative: 2013/14 to 2017/18, 2018/19 to 2022/23)	78,547	115,232	157,303	198,980	36,093	76,093	-
PH06: Number of adults accessing structured treatment substance misuse services	5,324	5,462	4,616	4,466	4,900	5,053	↑
PH07: Number accessing KCC commissioned sexual health service clinics	-	73,153	78,144	75,694	76,264	71,543	↓

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

DoT (Direction of Travel) Alerts

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

**Relates to two most recent time frames

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