

**From:** Clair Bell, Cabinet Member for Adult Social Care and Public Health  
Allison Duggal, Director of Public Health

**To:** Health Reform and Public Health Cabinet Committee  
6<sup>th</sup> July 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. Twelve of the fifteen KPIs were RAG rated Green in the latest available quarter, one was Amber, two were Red.

The Red KPI's are delivery of the NHS Health Checks programme which was paused in delivery due to the current pandemic between March 2020 and August 2020, Public Health and the provider is working on a future recovery plan. The other Red KPI is One You Kent which was due to a reduction in outreach work by the Providers.

Due to changes in delivery mechanisms and current performance trends experienced by Kent and Nationally, this Cabinet Committee paper proposes changes to two of the KPI targets for 2021/22.

**Recommendation:** The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q4 2020/21 and the proposed target changes for 2021/22

## 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.

## **2. Overview of Performance**

2.1. Of the fifteen targeted KPIs for Public Health commissioned services twelve achieved target (Green), one was below target but achieved the floor standard (Amber), and two did not achieve the floor standard (Red). These KPI's relate to the delivery of the NHS Health Checks Service and the number of clients engaged with One You Kent Advisors.

## **3. Health Visiting**

3.1. The Health Visiting Service has continued to increase the number of mandated universal contacts delivered during the year and delivery of all five mandated contacts have remained above target during Quarter 4. In 2020/21, over 71,900 checks were delivered against a target of 65,000 (up by 3% against the previous quarter 70,455).

3.2. The service has continued to increase face to face delivery for mandated contacts throughout the year in line with national guidelines and premises availability. The service continues to ensure vulnerable families or those with identified health needs receive a face-to-face contact in a clinic or at home. The number of completed 6-8 week contacts has risen from Q1 (90%) to Q4 (92%). The percentage of 9-12 month contacts has significantly increased over the year from 65% Q1 to 89% contacts in Q4.

## **4. Adult Health Improvement**

4.1. The NHS Health Check Programme was halted in March 2020 due to the Coronavirus pandemic following national guidance. The service was able to resume from Quarter 2 onwards and is on a careful and managed roll-out ensuring all Health Checks are delivered in a safe way. Around a third of contracted GP practices have come forward to confirm they are able to restart delivery or will be able to in the next few months. As a result, there are less GP practices who can deliver Health Checks, the provider core team are continuing to run clinics.

4.2. In order to reflect the efforts and performance of the core team, a new performance metric has been agreed which takes into account the limited delivery from GP's. The metric is based on a 20% increase in the amount of health checks delivered each quarter during 21/22. This reflects the gradual recovery of the programme and is based on the capacity of the core team and GP's and designed to drive continuous improvements. There are plans in place to ensure that a targeted approach is taken to address the backlog from 20/21 and the current 21/22 eligible cohort in line with risk factors.

4.3. In Q3 and Q4 the smoking cessation service continued to offer telephone and video appointments in addition to 19 GP practices and 22 Pharmacies resuming their one to one offer. The waiting list continues to be monitored which shows the wait time since March 2021 to be just under a week which reflects average wait times pre-Coronavirus Pandemic. To provide more flexibility and easy access for clients, some of whom have returned to work, the service has extended support to provide an 'out of hours' service. The 'My Quit Route' app continues to be

promoted by the smoke free advisors to support clients with their quit attempt. The number setting a quit date continues to increase and is under review in line with the contract end date.

4.4. The One You Kent adult healthy lifestyle service referrals remain lower when compared to this time last year and is largely due to a reduction in GP referrals and limited outreach delivery. Due to COVID the team is working virtually and has with staff members redeployed to support the smoking service. Data is showing a small but steady increase in referrals and the service has received positive feedback on using digital interventions which have been developed to help support service users through the pandemic. There has also been a small but steady increase in the number of males and BAME communities engaging in the lifestyle offer.

## **5. Sexual Health**

5.1. The sexual health service was unable to report accurately on the previous KPI due to changes in the pathway for testing in response to the Coronavirus pandemic. The available data only included clients who are seen face to face and not those clients who are directed to online testing. The latter now makes up a significant proportion of clients due to new ways of working. An agreement has been reached with the providers to deliver an alternative metric which demonstrates the providers contribution towards improving outcomes and ensures all patients are directed to testing either face to face or through the online service.

5.2. The new sexual health indicator seeks to provide assurance that new patients to the service are being offered a full sexual health screen, where it is appropriate to do so, with the purpose of improving detection rates. The screen will be offered to patients that visit specialist integrated sexual health services for both genitourinary reasons and/or contraceptive reasons to ensure staff are taking the opportunity to triage and offer a screen to patients. (See section 8 for further information).

## **6. Drug and Alcohol Services**

6.1. The Adult Community Drug and Alcohol providers have continued to deliver treatment interventions throughout 2020/21. Due the Coronavirus pandemic, there has been a blend of virtual and face-to-face delivery based on service user risk, vulnerability, and clinical need. Planned exits remain stable throughout the year with 28% of clients leaving structured treatment in a planned way in Q4. Community Drug and Alcohol services experienced a reduction in referrals and treatment starts during the early phase of both lockdowns (Q1 and Q4); however, referrals in Q2 and Q3 rose to higher levels than before lockdown. Aside from the temporary lockdown-related decreases, the number of starts has remained relatively stable throughout the year, highlighting that along with planned exits, services have effectively facilitated access to treatment during the pandemic.

6.2. The Young Person Service had seen increased referrals in Q4 (126), but this has not returned to pre-pandemic levels due to the referrals from education providers

remaining low in the quarter. The amount of young people exiting treatment in a planned way has increased from Q3 to 85%; of this number 30% of the young people reported abstinence.

## 7. Mental Wellbeing Service

7.1. Although Live Well Kent Services ceased face-to-face appointments due to the Coronavirus pandemic, service user satisfaction rates have maintained above target performance throughout the year. Due to the Coronavirus pandemic more intensive support has been required for individuals and the service responded effectively to this need. The service is following national guidance to plan offering face to face support when safe and appropriate to do so.

## 8. Proposed KPI changes for 2021/22

8.1. Table 1 outlines proposed changes to 2 of the current KPI targets for 2021/22. It is proposed that the KPIs have the targets to reflect current performance trends and changes to current delivery mechanisms.

8.2. All other KPIs and their targets are to remain the same. Performance Indicator Definition forms (PIDs) are available on request.

Table 1: Proposed KPI changes for 2021/22

| KPI:  | Change:   |
|---|---|
| PH01: No. of the eligible population aged 40-74 years old receiving an NHS Health Check (12 month rolling)                              | Target changed to increase by 20% every quarter from 1778 to reflect changes in delivery due to the Coronavirus Pandemic.<br>Amber 5% below target<br>Red 10 % below target |
| PH24: Percentage of first-time patients (at any sexual health clinics or telephone triage) who are offered a full sexual health screen. | New Sexual Health Indicator<br>Green 92% and above<br>Amber 75% - 91%<br>Red 74% and below  |

## 9. Conclusion

9.1. Twelve of the fifteen KPIs remain above target and were RAG rated green.

9.2. Public Health and the Commissioners 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.

## 10. Recommendations

**Recommendation:** The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q4 2020/21 and the proposed target changes for 2021/22.

## 11. Background Documents

None

## 12. Appendices

Appendix 1 - Public Health Commissioned Services KPIs and Key.

## 13. Contact Details

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