

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

Dr Anjan Ghosh, Director of Public Health

To: Health Reform and Public Health Cabinet Committee - 17 May 2022

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 the Public Health commissioned services. In the latest available quarter, Quarter 3 covering October to December 2021, twelve of fifteen KPIs were RAG rated Green, two Amber and one Red.

The Red KPI is One You Kent Service, which was due to a reduction in outreach work by the Providers.

Due to changes in delivery mechanisms and current performance trends experienced nationally and in Kent, this Cabinet Committee paper proposes changes to six of the KPI targets for 2022/2023.

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q3 2021/2022 and the proposed target changes for 2022/2023.

1. Introduction

1.1. A core function of the Health Reform and Public Health 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 include the KPIs presented to full Cabinet in the KCC Quarterly Performance Report (QPR). Appendix One contains the full table of KPIs and performance for the Public Health Commissioned Services over the previous five quarters.

2. Overview of Performance

- 2.1. Of the 15 targeted KPIs for the Public Health commissioned services, 12 achieved target (Green), two were below target although did achieve the floor standard (Amber), and one did not achieve the floor standard (Red). This KPI relates to the number of clients from quintiles 1 and 2 engaged with One You Kent Advisors.
- 2.2. There are four further indicators included in appendix one which do not have RAG ratings or targets and have been provided as previously requested by the Health Reform and Public Health Cabinet Committee for information.

3. Health Visiting

- 3.1. The Health Visiting Service delivered 18,186 mandated contacts in Q3 2021/2022, which was a slight decrease from Q2. However, the service remains on track to exceed the annual target of 65,000. All five mandated contacts were on or above target. 13,448 mandated and additional contacts were delivered to families within the targeted and specialist caseloads. Face-to-face delivery has increased for all contacts from 27.5% in Q3 2020/2021 to 57.9% in Q3 2021/2022. Calls to the duty line (12,701 in Q3 2021/2022) and referrals to the specialist infant feeding service remain high.
- 3.2. For 2022/2023 there are no plans to adjust any target settings for the Health Visiting indicators, though the timeframe within which the birth visits indicator is measured will reduce from within 30 days of birth to 10 to 14 days.

4. Adult Health Improvement

- 4.1. The NHS Health Check Programme continues to recover after the service resumed delivery in Q2 2020/2021, following a nationally mandated pause in March 2020 due to COVID-19. In Q3 2021/2022, 66 GPs actively participated in the programme which represents a decrease from 82 in Q2. This is due to the direction for GPs to prioritise Covid-19 vaccinations with the emergence of the Omicron variant. There were 4,547 Health Checks carried out in the Quarter, which exceeds the target of a 20% quarterly increase. The provider outreach/core team continues to establish and maintain relationships with key groups to engage with vulnerable and hard to reach communities. A risk stratified approach to NHS Health Checks is being developed which targets those at highest risk of cardiovascular disease and the pilot phase is due to be rolled out in Q1 2022/23.
- 4.2. Following collaborative dialogue between the provider and KCC Public Health Commissioners, the Cabinet target for NHS Health Checks conducted is increasing in 2022/2023 to 23,844. This increase has been calculated based on previous and current data, consideration of the core team capacity, and the projected continued recovery from Covid-19 within primary care.
- 4.3. In Q3 2021/2022, the smoking cessation service resumed some face-to-face delivery utilising previous host sites which had been reconnected with.

Unfortunately, the rise of the Omicron variant in December 2021 halted face-to-face sessions. These were subsequently transferred to digital interventions. The service has managed to keep the waiting list at 0 throughout Q3 but it is expected a waiting list will need to be reinstated in Q4 with the annual increase of referrals in January, and GPs and Pharmacies still slow to return to service delivery following the pandemic.

4.4. The decision has been made to increase the KPI target for smoking quits from 50% to 55%. The service consistently exceeds the 52% target and therefore it is believed that 55% will be a more suitable target for the KPI.

4.5. The One You Kent adult healthy lifestyle service experienced a levelling out of referrals across the county in Q3 2021/2022. It is believed that this was due to individuals electing to not start services until after the Christmas period and the sudden rise of the Omicron variant. Utilising money received through the Adult Healthy Weight Management Grant, the Services continued to recruit to, and develop plans for, the Healthy Weight BAME and Learning Disability support groups in the New Year. Some areas were able to start delivery in Q3. There has been a noticeable increase in the complexity of people being referred to the service, with many citing issues with their mental health at time of referral.

4.6. The KPI for the One You Kent service has been changed to better reflect individuals from the most deprived quintiles being worked with across the service rather than just through Lifestyle interventions; the new KPI now also includes the weight service. The updated KPI will measure individuals active within the service being from the most deprived areas in the county with a target for 55%.

5. Sexual Health

5.1. In Q3 2021/2022, the Sexual Health Service has continued to adopt the successful altered delivery model which utilises digital services and operates clinics through pre-booked appointments to manage referrals. This is reflected in the increased use of the online services and slight decrease in person clinic attendance when compared to Q2. Service providers and commissioners are continuing to work together to improve the proportion of new attendees to the service that are being offered a full sexual health screen by ensuring all staff are offering a screen across all types of appointment. A full sexual health screen can be completed through the home testing service or at a clinic. In Q3, the indicator recorded 97% of first-time patients being offered a full sexual health screen. This is a large improvement on Q2 and is now exceeding the target of 92%.

5.2. The Sexual Health KPI has been increased to 95% to reflect improvements within the service.

6. Drug and Alcohol Services

6.1. The Adult Drug and Alcohol Services for Q3 2021/22 shows continued performance above the target performance. The adult services had 5,133 individuals accessing support in Q3 2021/2022, with support offered both in

person and digitally, according to individual preference and level of risk. The services continue to enhance their digital offer, taking learning from the pandemic forward into the core service offer. All other aspects of service delivery and interventions have resumed in person.

6.2. The Young Person’s Service received 93 referrals in Q3, which is slightly lower than Q3 last year (108). The amount of young people exiting treatment in a planned way has increased in Q3 to 89%; of this number 20% of the young people reported abstinence.

7. Mental Wellbeing Service

7.1. In Q3, Live Well Kent (LWK) referrals reduced from the previous quarter, which is a seasonal trend seen every year leading up to Christmas. This was also impacted by Covid-19 “Plan B” and rising cases of the new variant, with services moving again to virtual delivery as working from home directives were put into place. Satisfaction rates remain above target at 99.5%. In October 2021, LWK collaborated with the KCC Communications Team to publicise Every Mind Matters and World Mental Health Day.

7.2. As the Satisfaction in LWK rates remain above the current target of 90% it has been agreed to increase the target to 98% to reflect continuous improvement expectations.

8. Proposed KPI changes for 2022/2023

8.1. KCC Directorates are expected to review their KPIs and activity measures annually. Table One outlines the proposed changes for Public Health.

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

8.3. Table One: Proposed changes for 2022/2023

KPI:	Change:
PH15: No. and % of new birth visits delivered by the health visitor service within 30 days of birth	Indicator specification changed (see below)
PH15: No. and % of new birth visits delivered by the health visitor service within 10-14 days of birth	New indicator specification
PH01: No. of the eligible population aged 40–74 years old receiving an NHS Health Check (12 month rolling)	Target increased to 23,844
PH11: No. and % of people quitting at 4 weeks, having set a quit date with smoking cessation services	Target increased to 55%
PH21: No. and % of clients engaged with One You Kent Advisors being from the most deprived areas in the County	Indicator to be removed – replaced with below

KPI:	Change:
PH25: No. and % of clients currently active in One You Kent services being from the most deprived areas in the County	New One You Kent Indicator Target 55%
PH24 No. and % of all new first-time patients (at any clinic or telephone triage) offered a full sexual health screen (chlamydia, gonorrhoea, syphilis, and HIV)	Target increased to 95%
PH22: No. and % of Live Well Kent clients who would recommend the service to family, friends, or someone in a similar situation	Target increased to 98%

9. Conclusion

9.1. Twelve of the fifteen KPIs remain above target and were RAG rated Green. Commissioners continue to explore other forms of delivery, to ensure current provision is fit for purpose 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 Q3 2021/2022 and the proposed target changes for 2022/2023

11. Background Documents

None

12. Appendices

Appendix 1 - Public Health Commissioned Services KPIs and Key.

13. Contact Details

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

Service	KPI's	Target 20/21	Target 21/22	Q3 20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	DoT**
Health Visiting	PH04: No. of mandated universal checks delivered by the health visiting service (12 month rolling)	65,000	65,000	70,445 (g)	71,932 (g)	72,763 (g)	73,695 (g)	73,559 (g)	↓
	PH14: No. and % of mothers receiving an antenatal contact with the health visiting service	43%	43%	2,727 68% (g)	2,821 72% (g)	3,061 83% (g)	2,616 70% (g)	2,183 62%(g)	↓
	PH15: No. and % of new birth visits delivered by the health visitor service within 30 days of birth	95%	95%	3,965 99%(g)	3,815 99%(g)	4,036 99%(g)	4,280 99%(g)	4,213 99%(g)	↔
	PH16: No. and % of infants due a 6-8 week who received one by the health visiting service	85%	85%	3,685 90%(g)	3,474 92%(g)	3,764 93%(g)	3,956 93%(g)	4,038 92%(g)	↓
	PH23: No. and % of infants who are totally or partially breastfed at 6-8 weeks (health visiting service)	-	-	1,855 50%	1,739 48%	1,943 50%	2,144 52%	2,125 51%	-
	PH17: No. and % of infants receiving their 1-year review at 15 months by the health visiting service	85%	85%	4,011 89% (g)	3,745 91% (g)	3,647 92% (g)	3,833 93% (g)	3,828 92%(g)	↓
	PH18: No. and % of children who received a 2-2½ year review with the health visiting service	80%	80%	3,754 84% (g)	3,911 87% (g)	3,735 91% (g)	3,701 93% (g)	3,691 92%(g)	↓
Structured Substance Misuse Treatment	PH13: No. and % of young people exiting specialist substance misuse services with a planned exit	85%	85%	38 78%(a)	40 85%(g)	44 71%(r)	34 74%(r)	55 89%(g)	↑
	PH03: No. and % of people successfully completing drug and/or alcohol treatment of all those in treatment	25%	25%	1,350 27% (g)	1,362 28% (g)	1,411 28% (g)	1,456 29% (g)	1,475 29%(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	9,546	9,596 (r)	3,490 (r)	6,341 (r)	10,476 (g)	13,378 (g)	↑
	PH11: No. and % of people quitting at 4 weeks, having set a quit date with smoking cessation services	52%	52%	851 63% (g)	905 65% (g)	911 59% (g)	632 56% (g)	547 51%(a)	↓
	PH21: No. and % of clients engaged with One You Kent Advisors being from the most deprived areas in the County	60%	60%	300 42% (r)	307 47% (r)	317 54% (a)	365 45% (r)	425 51%(r)	↑
Sexual Health	PH24 No. and % of all new first-time patients (at any clinic or telephone triage) offered a full sexual health screen (chlamydia, gonorrhoea, syphilis, and HIV)	-	92%	5,393 88%(a)	4,295 87%(a)	6,014 86%(a)	5,987 90%(a)	6,245 97%(g)	↑
Mental Wellbeing	PH22: No. and % of Live Well Kent clients who would recommend the service to family, friends, or	90%	90%	401 99.3%	462 100.0%	433 98%	467 98%	363 99.7%	↑

	someone in a similar situation			(g)	(g)	(g)	(g)	(g)	
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Commissioned services annual activity

Indicator Description	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	DoT
PH09: Participation rate of Year R (4-5 year olds) pupils in the National Child Measurement Programme	97% (g)	97% (g)	93% (g)	95% (g)	95% (g)	85% (g)**	↓
PH10: Participation rate of Year 6 (10-11 year olds) pupils in the National Child Measurement Programme	96% (g)	96% (g)	96% (g)	94% (g)	94% (g)	9.8%(a)**	↓
PH05: Number receiving an NHS Health Check over the 5-year programme (cumulative: 2013/14 to 2017/18, 2018/19 to 2022/23)	115,232	157,303	198,980	36,093	76,093	79,583	-
PH06: Number of adults accessing structured treatment substance misuse services	5,462	4,616	4,466	4,900	5,053	4,944	↓
PH07: Number accessing KCC commissioned sexual health service clinics	73,153	78,144	75,694	76,264	71,543	58,457	↓

** In 2020/21 following the re-opening of schools, the Secretary of State for Health and Social Care via Public Health England (PHE) requested that local authorities use the remainder of the academic year to collect a sample of 10% of children in the local area. PHE developed guidance to assist Local Authorities achieve this sample and provided the selections of schools. At request of the Director of Public Health, Kent Community Health NHS Foundation Trust prioritised the Year R programme, achieving 85%.

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.