

**From:** Clair Bell, Cabinet Member for Adult Social Care and Public Health  
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**To:** Health Reform and Public Health Cabinet Committee – 16 March 2023

**Subject:** **Performance of Public Health Commissioned Services (Quarter 3 2022/23)**

**Classification:** Unrestricted

**Previous Pathway:** None

**Future Pathway:** None

**Electoral Division:** All

**Summary:** This report provides an overview of the Key Performance Indicators (KPIs) for Public Health commissioned services. In the latest available quarter, October to December 2022, eight of 15 KPIs were RAG rated Green, five Amber, and one Red. One KPI – Community Drug and Alcohol Services – was not available at the time of writing this report.

The Red KPI is the One You Kent Service.

To ensure we are focusing the committees attention on priority areas and driving providers to deliver continuous improvement, this Cabinet Committee paper proposes changes to four of the KPI targets for 2023/24.

**Recommendation:** The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q3 2022/23 and the proposed target changes for 2023/24.

## 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 five quarters.

## 2. Overview of Performance

- 2.1 Of the 15 targeted KPIs for Public Health commissioned services, eight achieved target (Green), five were below target although did achieve the floor standard (Amber) and one did not achieve the floor standard (Red). The red KPI relates to

the number of clients currently active within One You Kent services being from the most deprived areas in Kent. One KPI – the number of people successfully completing drug and/or alcohol treatment of all those in treatment – was not available at the time of writing this report.

### **3. Health Visiting**

- 3.1 In Q3 2022/23, the Health Visiting Service delivered 17,727 mandated universal contacts. The service remains on track to meet the annual target of 65,000 mandated universal contacts. Four of the five mandated contacts met or exceeded target. The proportion of new birth visits delivered within 10–14 days was 93%, slightly below the 95% target. From 2022/23, this KPI changed from delivery of the visit within 30 days of birth. Overall, 99% of new birth visits were delivered within 30 days. There are several reasons why a new birth visit will take place outside of 10–14 days, including families who move into or out of the Kent area, babies who are an inpatient within a neonatal unit or cancellations. All families are offered a new birth visit, the majority of which take place in their home. Despite challenging workforce circumstances, with national and local shortfalls in health visitors, the Health Visiting Service performance remains above target.
- 3.2 The Kent Health Visiting Service have consistently met or exceeded the annual target of 65,000 mandated universal contacts. It is therefore proposed that the KPI increases by 3,000 to 68,000, to commence from Q1 2023/24. All other KPIs for Health Visiting will not change.

### **4. Adult Health Improvement**

- 4.1. The number of eligible people receiving an NHS Health Check (12-month rolling) is below the target of 23,844, however it remains on an upward trend. Performance is below target due to the need to retrain primary care staff and lower GP provider participation levels since COVID-19, when the programme was paused. In Q3 2022/23, there were 5,856 checks delivered representing a 4.4% increase compared to Q2 2022/23, demonstrating the continued growth of activity. In the current Quarter, there were 19,645 1st invites issued. The NHS Health Check programme continues to focus on building activity to pre-pandemic levels. The KCC Public Health core team is currently reviewing the Kent NHS Health Check programme with the aim of enhancing the service.
- 4.2 In Q3 2022/23, the smoking cessation service continued to deliver the core Stop Smoking Service whilst working in partnership with the NHS on several key projects. This includes the NHS Lung Health project and supporting the implementation of smoking pathways within Maternity and Acute Teams.
- 4.3 The provider is also delivering an e-cigarette pilot and has so far distributed over 1,000 vouchers for individuals to utilise e-cigarettes instead of traditional Nicotine Replacement Therapy (NRT). Initial findings from the pilot suggest that this method of quitting smoking is an effective alternative to NRT and supports the Department of Health and Social Care's use of e-cigarettes as part of a range of tactics offered by Stop Smoking Services to help people over the age of 18 quit smoking.

- 4.4 Third party provision through GPs and Pharmacy continues to remain low when compared to pre-COVID levels and therefore individuals are predominantly being supported by the core Stop Smoking Service. The percentage of quits remains above the 55% target at 57% of individuals having set a quit date, quitting smoking.
- 4.5 In Q3 2022/23, 45% of individuals across One You Kent (OYK) Services were from the most deprived quintiles. In districts with lower levels of deprivation it continues to be challenging to engage those from lower quintiles. Other areas with higher levels of deprivation also struggled to meet the target despite projects specifically designed to increase referrals from deprived quintiles. Referrals from GPs across Kent continued to increase referrals from areas of non-deprivation which further impacted upon the achievement of the countywide target.

## **5. Sexual Health**

- 5.1 The Sexual Health Service performed above the target for the percentage of first-time patients being offered a full sexual health screen, achieving 96% in Q3 2022/23. Maidstone and Tunbridge Wells NHS Trust are currently trialling an open access walk-in clinic in one of their clinics, with the aim of increasing service accessibility, particularly for young people. A review is currently being undertaken and if successful this will be embedded across Kent. The service has also continued successful, proactive outreach work.

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

- 6.1 Community Drug and Alcohol Services data for Q3 2022/23 was not yet released at the time of writing this report.
- 6.2 The Young People's Service received 95 referrals in Q3 2022/23, an increase of 2% compared to Q3 2021/22. The amount of young people exiting treatment in a planned way this quarter has increased to 77% from 57% during the previous quarter. This represents 27 planned exits and 8 unplanned exits. All unplanned exits are due to young people disengaging after multiple attempts to re-establish engagement. Of those young people who exited treatment in a planned way, 15% reported abstinence; not all young people are looking to achieve abstinence and, whilst this is encouraged, the service operates from an ethos of harm reduction.

## **7. Mental Health and Wellbeing Service**

- 7.1 In Q3 2022/23, Live Well Kent (LWK) client satisfaction rates were 99%, meeting the 98% target. The service report that the increased cost-of-living is impacting on the mental health and wellbeing of clients. Above 65% of people accessing the service live in the most deprived areas of Kent. A LWK lead participated in a live drive-time debate for World Mental Health Day and promoted the LWK service to Kent residents.

## **8. National Child Measurement Programme**

- 8.1 The National Child Measurement Programme (NCMP) participation rate KPI targets in Kent for both Year R and Year 6 children have been reviewed and proposed to

increase from 90% to 92% from September 2023. This is based upon a comparison with other Local Authorities. The review was undertaken through partnership discussions between KCC and the provider in preparation for formal approval.

## 9. Proposed KPI changes for 2023/24

9.1 Directorates are expected to review their KPIs and activity measures annually. This is to ensure we are focusing the committee's attention on priority areas and driving providers to deliver continuous improvement. Table 1 outlines proposed changes for Public Health commissioned services.

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

9.3 Table 1: Proposed changes for 2023/24.

KPI	Change
PH04: No. of mandated universal checks delivered by the health visiting service (12-month rolling)	Target increased by 3,000 to 68,000
PH09: Participation rate of Year R (4–5 year olds) pupils in the National Child Measurement Programme	Target increased from 90% to 92% (from September 2023)
PH10: Participation rate of Year 6 (10–11 year olds) pupils in the National Child Measurement Programme	Target increased from 90% to 92% (from September 2023)

## 10. Conclusion

10.1. Eight of the fifteen KPIs remain above target and were RAG rated Green.

10.2. Commissioners continue to explore other forms of delivery, to ensure current provision is fit for purpose and able to account for increasing demand levels and changing patterns of need.

## 11. Recommendations

**Recommendation:** The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q3 2022/23 and the proposed target changes for 2023/24.

## 12. Background Documents

None

## 13. Appendices

1.3.1 Appendix 1 - Public Health Commissioned Services KPIs and Key.

## 14. Contact Details

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