

From: Dan Watkins, Cabinet Member for Adult Social Care and Public Health
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To: Health Reform and Public Health Cabinet Committee – 23 January 2024

Subject: **Performance of Public Health Commissioned Services (Quarter 2 2023/2024)**

Classification: Unrestricted

Previous Pathway of Paper: None

Future Pathway of Paper: None

Electoral Division: All

Summary: This report provides an overview of the Key Performance Indicators for Public Health commissioned services. In the latest available quarter, July to September 2023, of 15 Key Performance Indicators eleven were RAG rated Green and four Amber.

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q2 2023/2024.

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 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, eleven achieved target (Green) and four were below target although did achieve the floor standard (Amber).

3. Health Visiting

- 3.1 In Q2 2023/2024, the Health Visiting Service delivered 17,320 mandated universal health and wellbeing reviews, slightly higher than the previous quarter (16,780). The service remains on track to meet the increased annual target of 68,000 (by the end of the year). Four of the five mandated contacts met or exceeded the targets with the proportion of new birth visits delivered within 10–14 days at 94.8%, slightly below the 95% target. This KPI recently changed, from delivery of the visit within 30 days of birth to 10–14 days of birth. Overall, 99% of new birth visits were delivered within 30 days and families with additional needs are always prioritised.

At the end of Q2 2023/2024, there were 6,119 children on the health visiting specialist caseload. The specialist caseload includes children and families who require intensive support for complex or multiple needs, and families where there are safeguarding concerns. There are also 2,283 children on the targeted caseload. The targeted caseload includes children and families who require extra help to improve education, parenting, behaviour or to meet specific health needs.

4. Adult Health Improvement

- 4.1 During Q2 of 2023/2024, there were 7,767 NHS Health Checks delivered to the eligible population. This represents 28,722 checks delivered (12-month rolling) and as such has exceeded the target of 23,844. Additionally, the number of invitations sent out during this quarter was 20,020 compared to the preceding quarter's figure of 18,607. This translates to a 7.6% increase in the number of invitations, demonstrating the proactive efforts made to engage more eligible people and facilitate access to the NHS Health Checks.

A pilot program is being initiated to invite the eligible population for NHS Health Checks via SMS text messaging. This endeavour not only seeks to improve accessibility, but also aims to evaluate its positive impact on service uptake. One of the additional advantages of this approach is its cost-effectiveness and contribution to reducing the carbon footprint, aligning with the broader commitment to environmental responsibilities.

- 4.3 In Q2 2023/2024, the Smoking Cessation Services supported 50% of people setting a quit date to successfully quit smoking. Commissioners continue to discuss performance with the provider and jointly develop ideas on how this percentage can be improved. This quarter, a small waiting list formed due to staff vacancies within initial triage services; however, this has now been rectified and there is no longer a waiting list. It is hoped that the recently announced [Smokefree Generation initiative](#) will allow Kent to build further capacity and innovative ways to support Kent residents to quit smoking. Public Health staff and Commissioners are currently developing ideas, ready for when funding is released in April 2024.

4.4 The One You Kent (OYK) Lifestyle Service engaged with fewer people than the target of 55% from Quintiles 1 and 2 in Q2 2023/2024, with 52% of those supported being from this cohort. This is despite a 22.6% increase in the total number of people active within the OYK Programme this quarter compared to Q1 2023/2024. All providers have continued activities to engage with Quintiles 1 and 2, but a continuing increase in the number of referrals coming from Primary Health Care providers for Healthy Weight support has meant that the proportions being from areas of deprivation has decreased. Commissioners and the Public Health Team are continuing conversations with the NHS Kent and Medway Integrated Care Board on Healthy Weight Services and a draft strategy has been jointly developed to explore where people with weight management issues would be best supported.

5. Sexual Health

5.1 In Q2 2023/2024, the Sexual Health Service performed above the target for the percentage of first-time people being offered a full sexual health screening, achieving 98%. There were 15,772 attendances at KCC commissioned sexual health clinics during the current Quarter, an increase of 3.8% (581 more) compared to the previous quarter. Access to the online Sexually Transmitted Infections (STI) Testing Service continues to be consistent and high, with 11,109 testing kits ordered throughout the Q2 2023/2024 with those testing positive progressed along the relevant clinical pathway.

The Flete Unit Clinic opened at the grounds of Queen Elizabeth The Queen Mother Hospital (Thanet) during the quarter and will increase access and availability of service provision in the area. The commissioned service providers have also continued successful, proactive outreach work, which targets groups including young people, the homeless, ethnic minority groups and sex workers amongst others.

6. Drug and Alcohol Services

6.1 In Q2 2023/2024, there were marginal increases in the proportion of successful completions and number of people in treatment. In September, a whole system stakeholder meeting took place resulting in the recommendation that Kent, as a partnership, complete the Commissioning Quality Standard self-assessment tool. This framework will help to improve treatment access, outcomes, and quality for those affected by problem alcohol and drug use.

6.2 The Young People's Drug and Alcohol Service received 131 referrals in Q2 2023/2024 with 99 referrals suitable for treatment – an increase of 43.5% from the previous quarter (69). A comprehensive referral generation plan continues to be implemented, including the Young People's Drug and Alcohol Service seeing all 18–24-year-olds that do not require a detox. The rebranding of the substance misuse page on the KCC website is ongoing with an expectation that this too will increase referrals to the service.

The amount of young people exiting treatment in a planned way was slightly below the target, achieving 84% during Q2 2023/2024. This represents 53

planned exits, four transfers and six unplanned exits, the latter mainly due to non-engagement with treatment. Of those young people who exited treatment in a planned way, 25% reported abstinence. In the last quarter the service has operated with no vacancies and is contingency planning on backfilling two forthcoming vacancies (one of which is temporary for six months) via the two additional Office for Health Improvement and Disparities workers that have been recently recruited.

7. Mental Health and Wellbeing Service

- 7.1 In Q2 2023/2024, Live Well Kent and Medway (LWKM) continued to support the implementation of the Community Mental Health Framework (Community Mental Health Transformation), supporting with the development of the operational model, including workforce. The service continues to provide a hybrid model of in person and remote delivery, which has improved accessibility and engagement with hard-to-reach communities. Satisfaction rates are high with 99.6% of people recommending the service to a family member, friend, or someone in a similar situation.

8. National Child Measurement Programme

- 8.1. In 2022/2023, the National Child Measurement Programme (NCMP) participation rate for Year R was 93% and Year 6 was 90%, both achieving the target of 90%. The service provider continues to work well with schools to maximise uptake and engagement whilst ensuring they meet school need and availability. A new target of 92% has been set for 2023/2024.

9. Conclusion

- 9.1. Eleven of the fifteen KPIs remain above target and were RAG rated Green.
- 9.2. 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. This will include ongoing market review and needs analysis.

10. Recommendations

10.1 Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q2 2023/2024.

11. Background Documents

None

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