

From: Dan Watkins, Cabinet Member for Adult Social Care and Public Health
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To: Health Reform and Public Health Cabinet Committee – 21 January 2025

Subject: **Performance of Public Health Commissioned Services (Quarter 2 2024/2025)**

Classification: Unrestricted

Previous Pathway of Paper: None

Future Pathway of Paper: None

Electoral Division: All

Is the decision eligible for call-in? N/A

Summary: This paper provides an overview of the Key Performance Indicators for Public Health commissioned services. In the latest available quarter, July to September 2024, of 14 Red Amber Green (RAG) rated Key Performance Indicators, six were Green, four Amber, and three Red. One Key Performance Indicator was not available at the time of writing this report. This is detailed below:

- Number of all new first-time patients receiving a full sexual health screen (excluding online referrals)

Recommendation(s): The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q2 2024/2025.

1. Introduction

- 1.1. A core function of the Health Reform and Public Health Cabinet Committee is to review the performance of services that fall within its remit.
- 1.2. This paper provides an overview of the Key Performance Indicators (KPI) 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. This table includes benchmarking (England, region, nearest neighbour) where available.

2. Overview of Performance

2.1. Of the 14 targeted KPIs for Public Health commissioned services, six achieved the target (Green), four were below target although did achieve the floor standard (Amber), and three were below target and did not achieve the floor (Red). The red KPIs are:

- Number (%) of mothers receiving an antenatal contact by the health visiting service
- Number (%) of young people exiting specialist substance misuse services with a planned exit
- Number (%) of clients currently active within One You Kent services being from the most deprived areas in Kent

3. Health Visiting

3.1. In Q2 2024/2025, the Health Visiting Service delivered 16,979 mandated universal health and wellbeing reviews – an increase of 3.6% (+588) compared to the previous quarter (16,391). In this quarter, the service delivered 66,746 (86.5% of those due) mandated health and wellbeing reviews (12 month rolling), slightly lower than the same quarter of the previous year (67,949; 88.0% of those due).

3.2. Three of the five mandated contacts met or exceeded the target. The proportion of new birth visits delivered within 10–14 days at 93.8%, was slightly below the 95% target. The proportion of antenatal contacts delivered during this quarter was 40%, below the 50% target but an improvement on the previous quarter (36%).

3.3. KCC has excelled in health visiting performance compared to other local authorities (LA) in the South East region, according to the most recent available data (Q4 2023/2024) from the Office for Health Improvement and Disparities (OHID). Indeed, during this period Kent was the best performing local authority in the South East region for the delivery of New Birth Visits within 14 days, demonstrating a commitment to timely support for new families. Additionally, Kent performs strongly compared to the South East region in the delivery rates for the 6–8 week reviews (4th of 18 LAs), 12-month reviews (4th of 18 LAs) and the 2–2½ year reviews (1st of 18 LAs), highlighting a consistent dedication to monitoring and supporting child development at crucial early stages.

3.4. The provider has action plans in place to enhance service delivery for antenatal performance and this is being closely monitored by commissioners. Kent Community Health Foundation Trust (KCHFT) has completed five actions from its action plan including reviewing current staffing levels, caseload management, monitoring of Kent-wide achievement, reviewing the impact and benefit of recruitment and retention premiums which are in place for north/west Kent teams, and developing a proposal for centralising antenatal contacts to support the achievement of the indicator. KCHFT is currently working on five actions to address staffing challenges in Dartford, Gravesham, Sevenoaks, Tunbridge Wells, and Tonbridge and Malling. The antenatal offer will be

reviewed and revised through the Public Health Service Transformation process.

4. Adult Health Improvement

- 4.1. In Q2 2024/2025 there were 8,462 NHS Health Checks delivered to the eligible population. This represents a slight reduction of 0.6% (-54) from the 8,516 checks delivered in the previous quarter, however, an increase of 8.9% (+695) from the 7,767 checks delivered in the same quarter of the previous year (2023/2024).
- 4.2. The number of first invitations sent out during the current quarter was 23,815 compared to 20,020 in the same period of the previous year (2023/2024). Whilst the SMS invitation pilot has now concluded, invitations sent via SMS are continuing to increase and be encouraged due to the significant cost savings and environmental benefits. The workplace health checks pilot is now underway and provider Radox Health have been commissioned to deliver an additional 3,800 NHS Health Checks and Cardiovascular Disease Checks in Kent workplaces by the end of March 2025. The team continue to work hard on the Public Health Transformation Programme and are also developing a communications campaign to increase awareness of the service, meeting a key need identified through recent service user engagement.
- 4.3. The Stop Smoking Service supported 738 people to successfully quit smoking this quarter, achieving a quit rate of 60%. In Q2 2024/2025, the Core Stop Smoking Service finalised the transition of its Smoking in Pregnancy Team, with the service now supporting a wider range of health-related referrals through this team. The service has been looking at how services can be amended to better support people experiencing serious mental health issues and is planning to instigate these findings in the near-future.
- 4.4. Additional pharmacotherapy offers are still being explored by the service who are working alongside the Local Pharmaceutical Committee to implement access to alternative pharmaceutical support. It is envisaged that some of these will go live from Q4 2024/2025.
- 4.5. In Q2 2024/2025, the One You Kent (OYK) Lifestyle Service engaged with 1,729 (50%) people from Quintiles 1 & 2, below the 55% target. All services continue to undertake promotional activities within areas of deprivation to increase the number of referrals from Quintiles 1 & 2; however, referrals remain high for weight services which are not necessarily from areas of deprivation. GPs are financially incentivised by a government scheme to refer to Local authority commissioned weight management services and this continues to keep referrals high for individuals requiring weight management support. Public Health and Commissioning are working with health colleagues to ensure the weight referrals are appropriate and individuals are motivated to change.
- 4.6. 56.1% of individuals on the weight management programme have completed the programme in Q1 (reported quarter behind). This is below the target of 60% for the county. Only one of the seven providers of the weight management service did not achieve the 60% target which has led to performance being

below the targeted level. The service has implemented an action plan to improve performance, and this will be escalated through commissioning governance procedures.

5. Sexual Health

5.1. The Integrated Sexual Health Services data was not available at the time of reporting due to one of the providers experiencing unforeseen data extraction issues after having mobilised to a new system. The system issue is impacting the ability to report on the complete suite of sexual health data requested by KCC. The provider is seeking solutions with the systems provider but in the meantime KCC are exploring other ways to obtain the data. Activity in other sexual health services includes 11,341 kits being ordered from the Online sexually transmitted infection (STI) Testing Service, which represents a 7% (+710) increase compared to the previous quarter. Elsewhere, Outreach teams continue to target underserved people in the community and are reaching a range of demographics across Kent.

6. Drug and Alcohol Services

6.1. In the current quarter the number of people supported by Community Drug and Alcohol Services in Kent continues to improve. Whilst there have been concerns regarding the downward trend in the number of opiate users being supported both adult service providers in Kent have implemented unmet need plans to focus on this area.

6.2. In Q2 2024/2025, Community Drug and Alcohol Services continued to perform above target for successful completions from drug and alcohol treatment (27%). Additionally, successful completion rates indicate that performance targets have almost been achieved in all substance groups excepting those people who use non-opiate drugs, which is consistently below target; this may be impacted by the increased number of non-opiate users accessing structured treatment whilst the providers are still experiencing recruitment challenges. However, specific non-opiate pathways have recently been refined to ensure that these people have a treatment plan specifically tailored to their needs.

6.3. Table 1. Successful completion rates for the substance groups

Substance Group	Target	Q2	Q3	Q4	Q1	Q2	Benchmarking	
		23–24	23–24	23–24	24–25	24–25	National	Regional
Opiate	8%	7.4%	7.5%	8.4%	8.2%	8.2%	5.5%	6.8%
Non-opiate	48%	38.6%	37.9%	37.9%	40.7%	38.8%	31.6%	33.3%
Alcohol	40%	36.6%	36.8%	39.4%	39.0%	38.2%	35.3%	36.5%
Alcohol & Non-opiate	33%	30.4%	30.4%	30.4%	33.4%	31.8%	28.5%	29.7%

6.4. In Q2 2024/2025, the proportion of young people exiting treatment in a planned way was 75%, below the 85% target. This represents 43 planned exits, 2 transfers, and 12 unplanned exits, the latter mainly due to non-engagement with treatment although these people have engaged in some interventions. It is worth highlighting that, among the unplanned exits, one person was ‘transferred

to adult services'. Since the service has been supporting those aged 18–24 without a dependency need, it is evident that the level of engagement of this cohort has impacted upon the proportion of young people exiting treatment in a planned way due to complexity and less protective factors to prevent disengagement, e.g., schools.

- 6.5. Every unplanned closure must be reviewed by a manager to ensure every available route to re-engage has been explored. This will include calls, texts, letters, and discussion with the referrer where appropriate. Commissioners are working with the service to explore increasing their engagement offer, e.g., via 18–24 group work.
- 6.6. Of those young people who exited treatment in a planned way, 12% reported abstinence (target = 24%). It is recognised that not all young people wish to achieve abstinence (some may only require harm reduction), therefore the service also monitors health and wellbeing outcomes. This quarter, based on 67 responses, 58.2% of young people indicated an improvement in their satisfaction with life, 22.4% reported an improvement in their anxiety levels, and 52.2% reported feeling happier.
- 6.7. With regard to young people receiving support for substance misuse, Kent has previously tracked the national trend of declining numbers between 2018–2022. However, since January 2023 there has been a steady increase in Kent, supported by additional OHID grant funding. KCC commissioners have set an ambitious target of 400 young people per year receiving structured support. By Q2 2024/2025, the service has supported 202 young people, which puts them on track to exceed the annual target. In addition to structured treatment, the service also supported 310 young people through group work this quarter.

7. Mental Health and Wellbeing Service

- 7.1. Live Well Kent & Medway (LWKM) continues to see high demand whilst maintaining strong outcomes. In this quarter, 95% of people completing the exit survey reported improvements in their personal goals and 91% maintained or improved their SWEMWBS (i.e. wellbeing) score. The mobilisation of Mental Health Together (Community Mental Health Transformation) continues to be a key focus area for the service and recently LWKM attended and were panellists as part of a 'Question and Answer' Panel at meet and greet/introductory events hosted by Kent & Medway NHS and Social Care Partnership Trust.

8. National Child Measurement Programme

- 8.1. In 2023/2024, the mandated National Child Measurement Programme (NCMP) participation rate for Year R (aged 4–5 years) was 96.0% and Year 6 (aged 10–11 years) was 94.8%, both exceeding 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.

9. Conclusion

- 9.1. Six of the 14 KPIs remain above target and were RAG-rated Green. Regarding the KPIs RAG-rated Amber or Red, commissioners will continue to work with providers to improve performance.
- 9.2. Commissioners continue to explore other forms of delivery, to ensure the 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. Recommendation(s): The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q2 2024/2025.

11. Background Documents

11.1. None

12. Appendices

12.1. Appendix 1: Public Health commissioned services KPIs and activity.

13. Contact Details

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