

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

Andrew Scott-Clark, Director of Public Health

**To:** Health Reform and Public Health Cabinet Committee

8th July 2020

**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. Ten of the fifteen KPIs were RAG rated Green in the latest available quarter, one was Amber, one was Red and 4 had data unavailable, due to the Coronavirus pandemic (COVID).

The Red KPI is a continuing measure performing below the floor standard and is the number of antenatal contacts made by the Health Visiting service. All other Health Visitor contacts/checks have delivered to target levels.

Delivery of sexual health services, the Live Well Kent service and the substance misuse services all have delivered at or above target levels.

**Recommendation:** The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q4 2019/20

## 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.
- 1.3. Due to coronavirus, some providers have been unable to provide data in time for publication; the need has been for the providers to focus on ensuring service delivery is continued where possible and safely within guidance.

## **2. Overview of Performance**

2.1. Of the fifteen targeted KPIs for Public Health commissioned services ten achieved target (Green), one was below target but achieved the floor standard (Amber), and one did not achieve the floor standard (Red). This KPI relates to delivery of the antenatal visits by the Health Visiting Service.

## **3. Health Visiting**

3.1. The Health Visiting Service continues to consistently deliver over 67,000 universal checks and remains above the target of 65,000. Of the five universal checks, four continue to perform above target, whilst the remaining check, the ante-natal contact continues to perform below target and is being monitored by both the responsible Commissioners and the commissioned provider. An antenatal contact for all families has been prioritised throughout the Coronavirus pandemic in line with national guidelines.

3.2. The four remaining universal checks have decreased compared to the previous quarters. This has been attributed to the onset of Coronavirus with the redeployment of nursing staff during mid-March 2020 and revised delivery in adherence with the national prioritisation of community services.

## **4. Adult Health Improvement**

4.1. The NHS Health Check Programme was on track to deliver to target throughout 2019/20, however with Coronavirus and national advice to cease the Health Check service This meant that the target for Q4 remained at Amber. Q4 is generally a quarter where there is an increase in service delivery following reduced capacity of GP's during the winter flu season. Work is underway to focus on recovery and how high-risk individuals are prioritised through a risk stratification approach.

4.2. There has been a steady improvement in the number of individuals who have quit smoking over 2019/20. 1,102 people quit smoking in Q4 which was a 52% quit rate, the total year end of 3,435 quits which is above the target of 3,300. Smoking services ceased face to face delivery following Coronavirus restrictions in March 2020 however services are continuing to provide smoking services through telephone support and delivery of prescriptions through community pharmacy. Recovery work is underway, and communications are focusing on encouraging individuals to quit due to the higher risks associated with Coronavirus.

4.3. There has been an increase each quarter in the One You Kent (OYK) services engaging clients in the most deprived communities. Coronavirus restrictions have seen revised service delivery including telephone and virtual support. All face to face and group support work ceased. A large percentage of the workforce were redeployed, and the reduced capacity will impact the future performance and has resulted in some delays to reporting. Recovery work is now underway and there is a focus to prioritise and direct support to those who are most likely to be affected by coronavirus such as BAME groups, those who smoke and those who are overweight.

## **5. Sexual Health**

5.1. Sexual health services continue to maintain performance against their KPIs with 100% of those who require an urgent Genito Urinary Medicine (GUM) appointment being offered an appointment to be seen within 48 hours. When coronavirus restrictions were put in place, sexual health services switched to a triage-based system and clinics were reduced to main hubs across Kent. Individuals who needed to be seen in clinics were offered an appointment and others were signposted to online services or offered virtual consultations. The triage process has proved to be very effective in ensuring patients are directed to the most appropriate service and commissioners are working with providers to focus on recovery and the possibility of maintaining the new service delivery.

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

6.1. The numbers of adults accessing structured treatment for substance misuse has increased when compared to the same period last year from 4,900 to 5,063. Analysis has identified the biggest increase is for clients using alcohol. The services are continuing to exceed the target for percentage of people successfully completing drug and/or alcohol treatment.

6.2. Commissioners have been working with the Young Person substance misuse service to focus delivery on specialist treatment. The service has been designing resource material to support the wider workforce to deliver brief interventions (tier 1) to young people. The Young Person Service continues to exceed the target for the number and percentage of young people exiting treatment in a planned way.

## **7. Mental Wellbeing Service**

7.1. In Q4 1,001 people signed up to the Live Well Kent service, of which 62% were from the most deprived areas in Kent. The service continues to perform above target on levels of satisfaction with 99.7% of clients surveyed stating they would recommend the service to a family, friend of someone in a similar situation.

## **8. Proposed KPI changes for 2020/21**

8.1. Directorates are expected to review their KPIs and activity measures annually. Public Health are proposing one KPI change for 2020/21 (table 1) this relates to Sexual Health services and is due to an extensive transformation of services. Targets are currently under review for the other KPIs to ensure changes to service delivery that occurred during Coronavirus are accounted for in 2020/21.

8.2. Table 1: Proposed KPI changes for 20/21

KPI:	Change:
PH02: No. and % of clients accessing GUM services offered an appointment to be seen within 48 hours	Indicator to be removed – replaced with below
Proportion of all new first-time attendances who take up the offer and are screened for chlamydia, gonorrhoea, syphilis and HIV	New Sexual Health Indicator

## 9. Conclusion

Ten of the fifteen KPIs remain above target and were RAG rated green. Commissioners across all the service areas are exploring other forms of delivery, for example digital services, to compliment traditional delivery mechanisms, 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 Q4 2019/20

## 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 18/19	Q4 18/19	Target 19/20	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	DoT**
Health Visiting	PH04: No. of mandated universal checks delivered by the health visiting service (12 month rolling)	65,000	68,465 (g)	65,000	67,541 (g)	67,168 (g)	67,387 (g)	67,627 (g)	↑
	PH14: No. and % of mothers receiving an antenatal contact with the health visiting service	50%	1,048 26% (r)	43%	1,340 33% (r)	1,390 32% (r)	1,412 34% (r)	1,321 34% (r)	↔
	PH15: No. and % of new birth visits delivered by the health visitor service within 30 days of birth	95%	3,849 98% (g)	95%	3,957 99% (g)	4,231 98% (g)	4,103 97% (g)	3,729 96% (g)	↓
	PH16: No. and % of infants due a 6-8 week who received one by the health visiting service	80%	3,501 88% (g)	85%	3,543 90% (g)	3,908 90% (g)	3,760 89% (g)	3,446 86% (g)	↓
	PH23: No. and % of infants who are totally or partially breastfed at 6-8 weeks (health visiting service)	-	1,828 49%*	-	1,836 50%*	2,001 46%*	1,905 48%*	1,591 48%*	-
	PH17: No. and % of infants receiving their 1-year review at 15 months by the health visiting service	80%	3,854 87% (g)	85%	3,591 84% (a)	3,909 88% (g)	4,089 90% (g)	3,841 89% (g)	↓
	PH18: No. and % of children who received a 2-2½ year review with the health visiting service	80%	3,617 78% (a)	80%	3,547 80% (g)	3,679 84% (g)	3,816 84% (g)	3,764 81% (g)	↓
Structured Substance Misuse Treatment	PH13: No. and % of young people exiting specialist substance misuse services with a planned exit	85%	72 90% (g)	85%	61 87% (g)	64 85% (g)	40 91% (g)	77 90% (g)	↓
	PH03: No. and % of people successfully completing drug and/or alcohol treatment of all those in treatment	26%	1,272 26% (g)	25%	1,285 26% (g)	1,366 27% (g)	1,361 27% (g)	1,345 27% (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	36,093 (a)	41,600	41,151 (a)	43,964 (g)	43,126 (g)	39,995 (a)	↓
	PH11: No. and % of people quitting at 4 weeks, having set a quit date with smoking cessation services	52%	1,003 60% (g)	52%	881 57% (g)	937 59% (g)	977 63% (g)	1,102 61% (g)	↓
	PH21: No. and % of clients engaged with One You Kent Advisors being from the most deprived areas in the County	60%	506 56% (a)	60%	524 55% (a)	636 54% (a)	677 55% (a)	nca	↑
Sexual Health	PH02: No. and % of clients accessing GUM services offered an appointment to be seen within 48 hours	90%	11,467 100% (g)	90%	11,152 100% (g)	10,375 100% (g)	9,480 100% (g)	8,716 100% (g)	↔
Mental Wellbeing	PH22: No. and % of Live Well Kent clients who would recommend the service to family, friends or someone in a similar situation	90%	276 100% (g)	90%	383 99% (g)	429 100% (g)	339 100% (g)	219 99.7% (g)	↓

\*Coverage above 85% however quarter did not meet 95% for robustness expected for national reporting

## Commissioned services annual activity

Indicator Description	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	DoT
PH09: Participation rate of Year R (4-5 year olds) pupils in the National Child Measurement Programme	96% (g)	97% (g)	97% (g)	93% (g)	95% (g)	nca	-
PH10: Participation rate of Year 6 (10-11 year olds) pupils in the National Child Measurement Programme	95% (g)	96% (g)	96% (g)	96% (g)	94% (g)	nca	-
PH05; Number receiving an NHS Health Check over the 5-year programme (cumulative: 2013/14 to 2017/18, 2018/19 to 2022/23)	78,547	115,232	157,303	198,980	36,093	<b>76,093</b>	-
PH06: Number of adults accessing structured treatment substance misuse services	5,324	5,462	4,616	4,466	4,900	nca	-
PH07: Number accessing KCC commissioned sexual health service clinics	-	73,153	78,144	75,694	76,264	<b>71,543</b>	↓

### Key:

#### RAG Ratings

<b>(g) GREEN</b>	Target has been achieved
<b>(a) AMBER</b>	Floor Standard achieved but Target has not been met
<b>(r) RED</b>	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