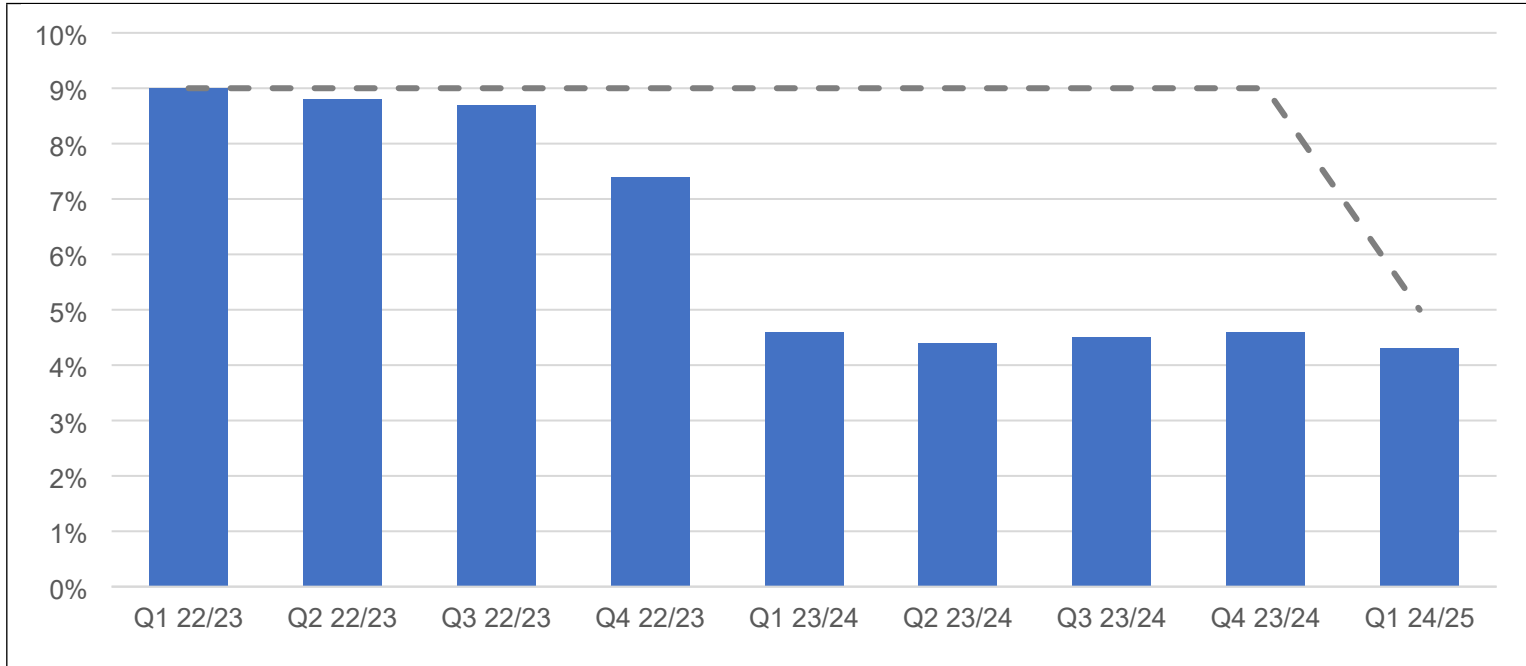


Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2024/25

ASCH1: The percentage of people who have their contact resolved by Adult Social Care and Health (ASCH) but then make contact again within 3 months.

GREEN
↑



Technical Notes:

Target set at 5% (dotted line) with an upper threshold of 9%

The overall Direction of Travel is significant.

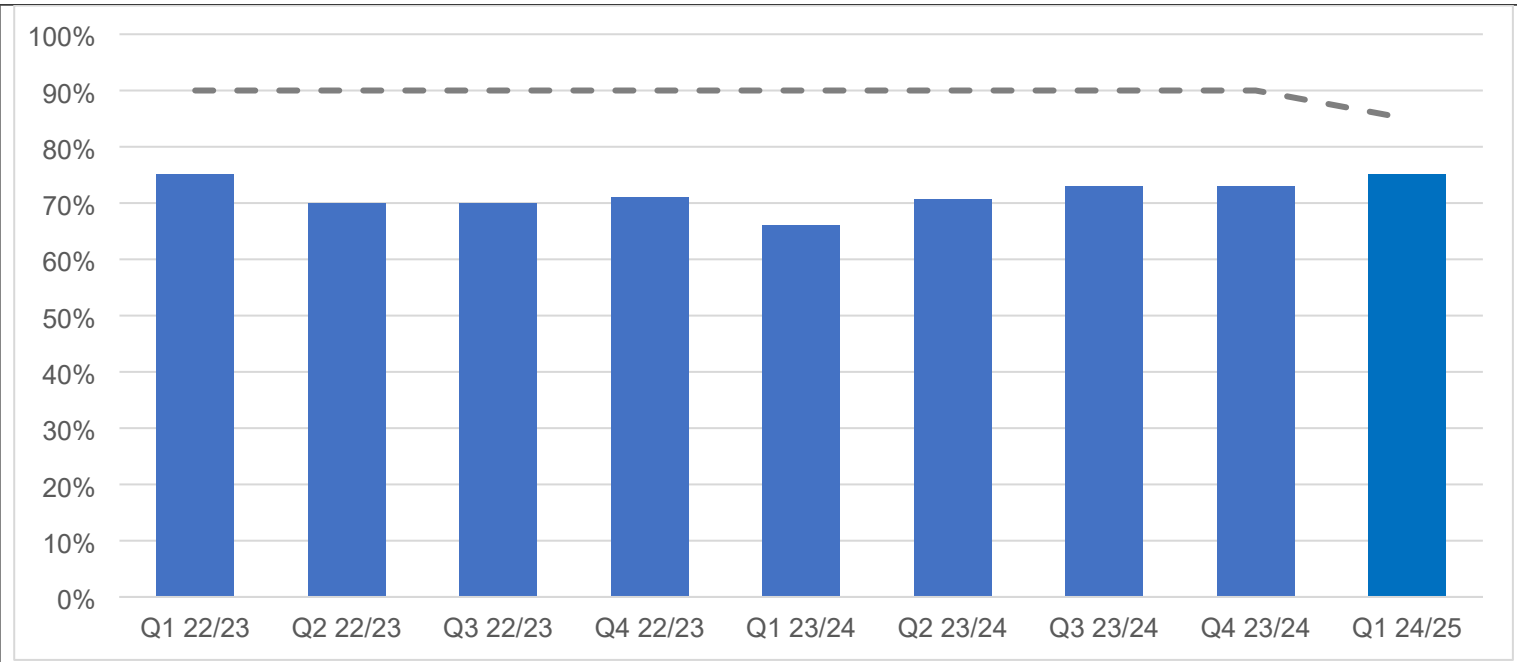
Please note axis does not end at 100%

Commentary:

Delivery on this measure continues to perform at target, even with a new target of 5% for 2024/25, with just 4% of people having their original contact resolved with no further action needed, by Adult Social Care, coming back to us within three months. Where there are recurring contacts, there is ongoing work to analyse the themes, and guidance provided for partners to signpost people to more appropriate support if necessary. For cases of repeated contact, efforts are underway to interpret the underlying patterns, and advice is being shared with partners on directing individuals towards more fitting support when needed.

ASCH2: The proportion of new Care Needs Assessments delivered within 28 days.

AMBER
↑



Technical Notes:

Target set at 85% (dotted line) Floor Threshold of 75%.

The overall Direction of Travel is not significant.

Q1 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

Commentary:

Adult Social Care and Health remains committed to providing Care Needs Assessments promptly, there are discussions, and action in place to meet the rising demand for Care Needs Assessments. Each locality area has developed a recovery plan to help tackle the assessments, which involves utilizing digital assessment tools and guiding individuals towards suitable support through enablement and prevention where appropriate. There are competing demands across the county according to demographic challenges and resource issues, most notably in our urban and coastal areas.

ASCH3: The percentage of people in receipt of a Direct payment with Adult Social Care and Health

AMBER



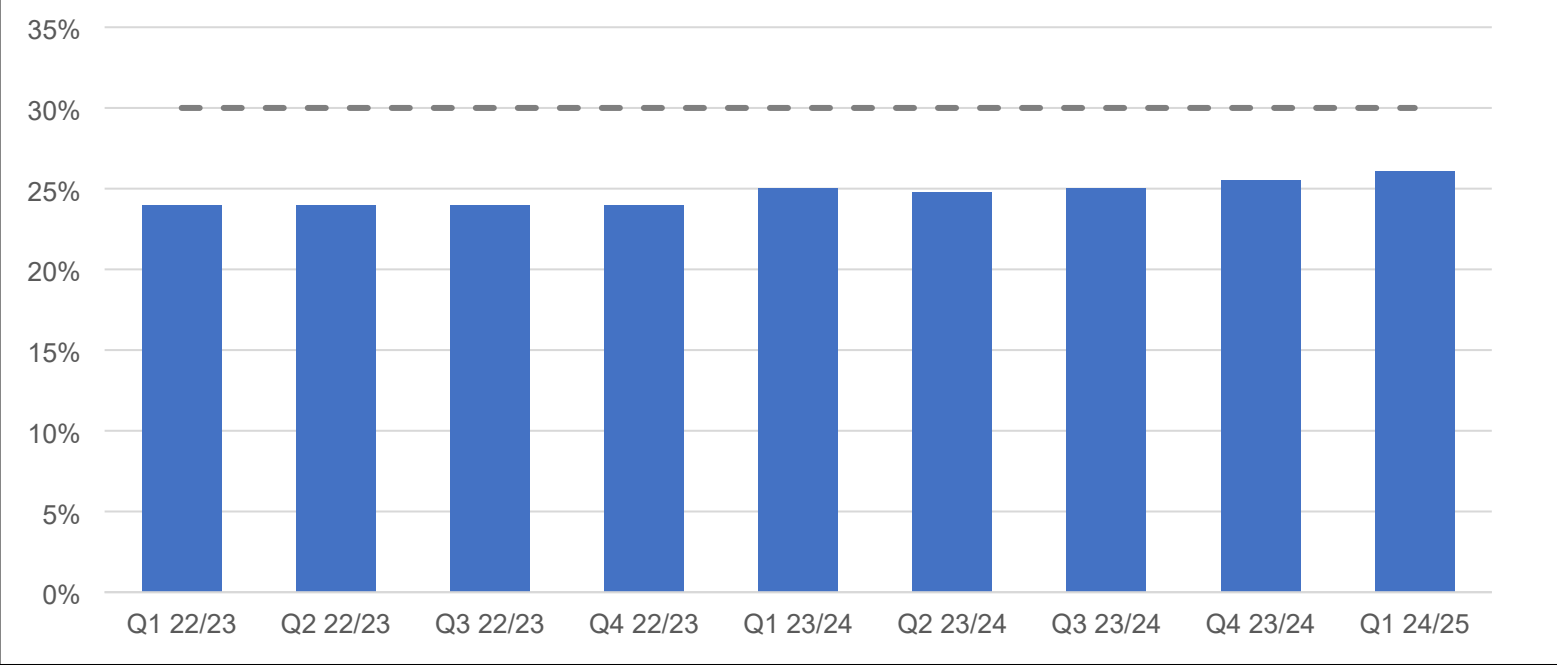
Technical Notes:

Target set at 30% (dotted line) The floor threshold is 24%

Q1 24/25 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

The overall Direction of Travel is significant.

Please note axis does not end at 100.

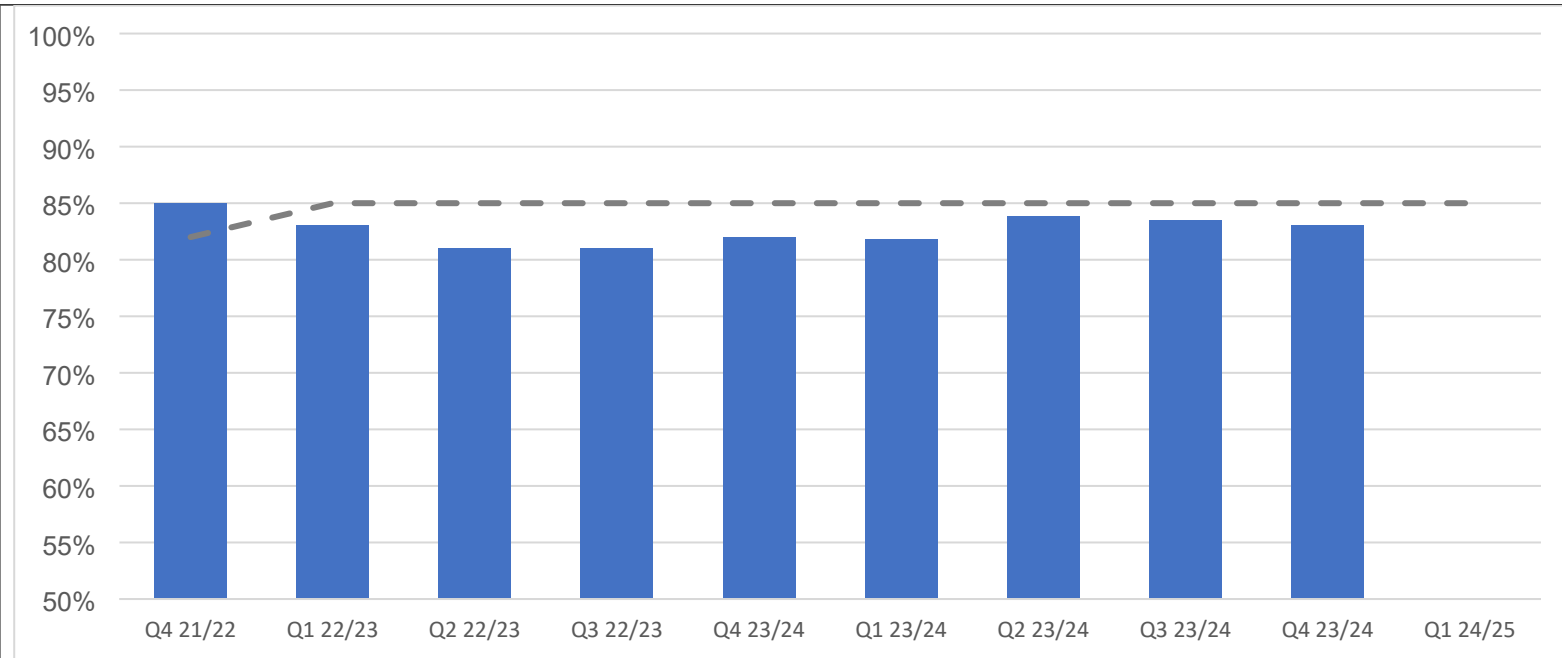


Commentary:

People in receipt of a Direct Payment continues to rise in number and proportion, following a post COVID-19 pandemic high in Quarter 4 2023/24. The increases seen in people being in receipt of a Direct Payment who have mental health needs, are carers or have a learning disability also continued in Quarter 1 2024/25

ASCH4: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services

AMBER
↓



Technical Notes:

Target set at 85% (dotted line) with a floor threshold of 80% for 24/25

KPI runs a quarter in arrears to account for the 91-day time frame.

The overall Direction of Travel is significant.

Please note axis does not start at 0.

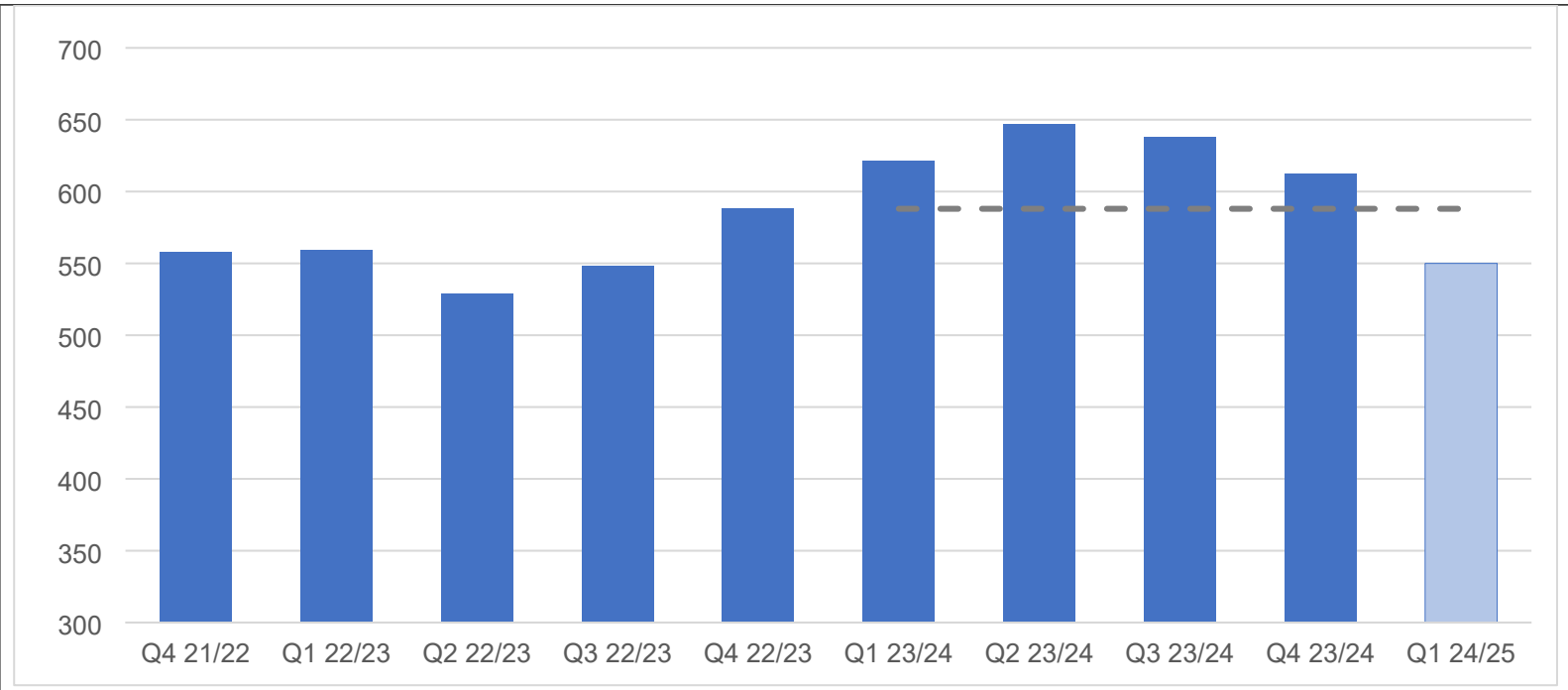
Better Care Fund Measure

Commentary:

There is still a high percentage of people who are still at home 91 days after discharge from hospital and who have received a reablement service despite it still being below the target of 85% and reducing to 83% in the latest quarter, by 1%. This indicates that the work of the Short-Term Pathways team and Occupational Therapy services are working effectively in supporting people to maintain their independence at home.

ASCH5: Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes

AMBER
↑



Technical Notes:

Target set at 588 (dot) with an upper threshold of 617.

Rate per 100,000 of the population

KPI runs a quarter in arrears to account for recent levels of late inputting.

The overall Direction of Travel is significant.

Q1, Q2 and Q3 2023/24 figures has been updated.

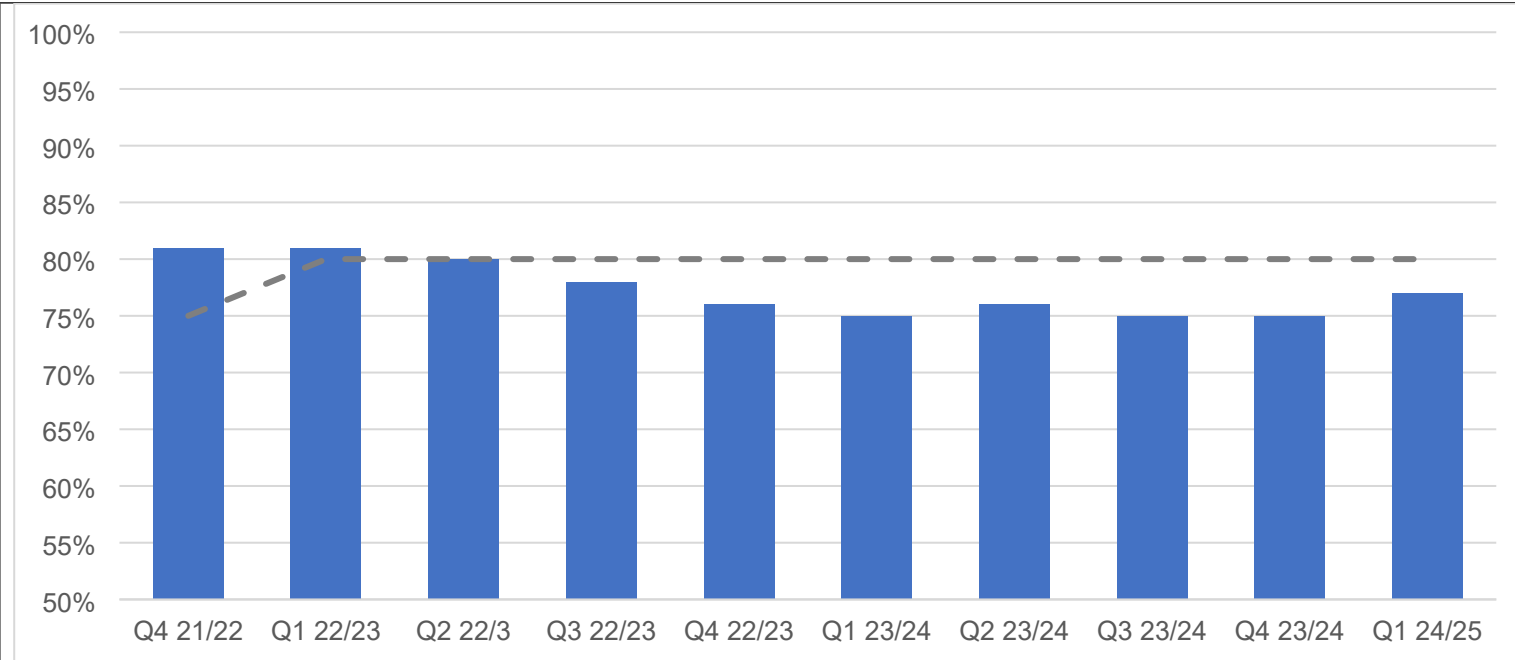
BCF Measure

Commentary: *At the request of Cabinet Committee members we have included figures for Q1, however the full time needed for this measure to have complete data and is subject to change.*

Reduction of admission to a care home is an ambition of the Make a Difference Everyday principals, Adult Social Care aims to support people to remain in their own homes for as long as possible. Placements from hospital continue and people who have funded their own care and whose funds fall below the threshold add to the numbers of people in residential and nursing care.

ASCH6: The % of Kent Count Council (KCC) supported people in residential or nursing care where the Care Quality Commission rating is Good or Outstanding

AMBER
↑



Technical Notes:

Target set at 80% (dotted line) with a floor threshold of 75%

The overall Direction of Travel is not significant.

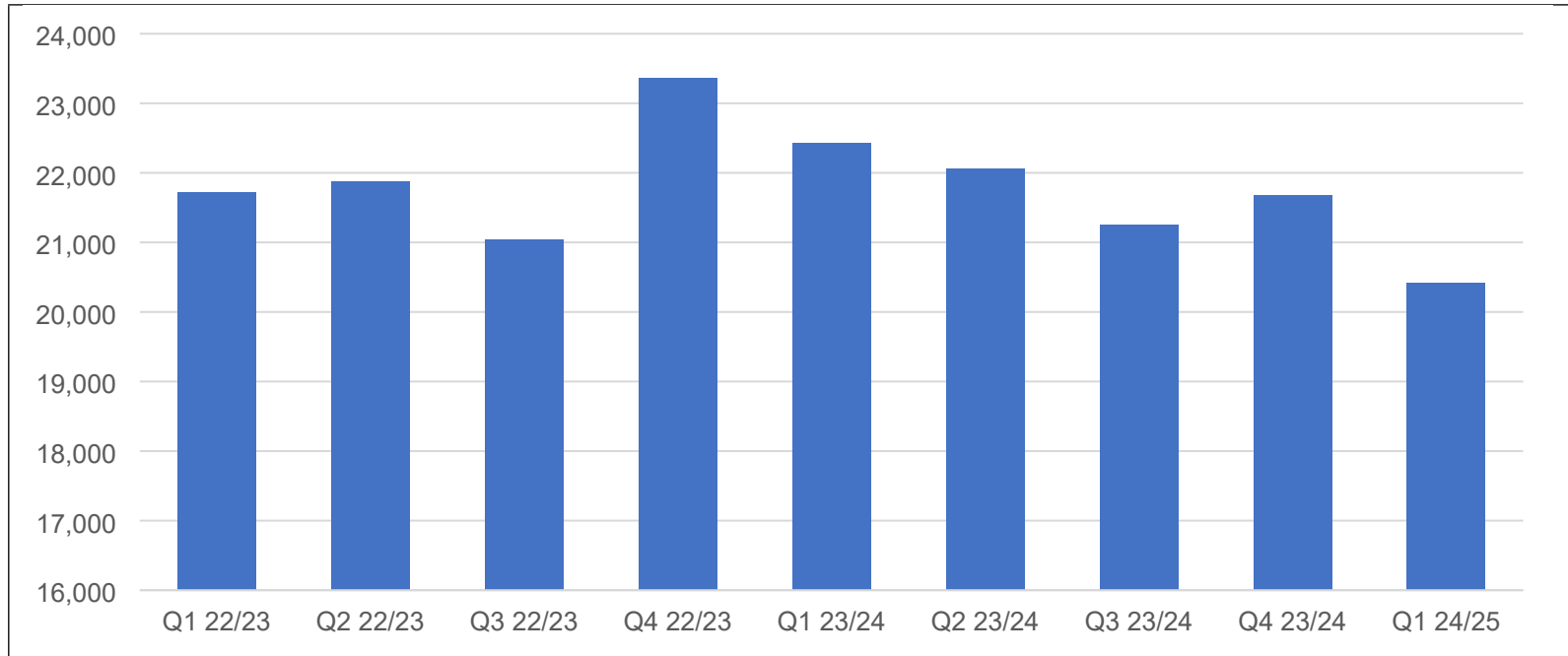
Please note axis does not start at 0.

Corporate Risk Register: CRR0015

Commentary:

Ongoing monitoring of care homes with identified concerns is in place to support providers to deliver on action plans to improve the quality of the home and the CQC rating. It is important to note when a care home has completed their action plan and made necessary improvements, there can be a delay in CQC reinspecting the home and reviewing the rating.

ASCH7: The number of people making contact with Adult Social Care and Health



Technical Notes:

Activity measure, no specified target

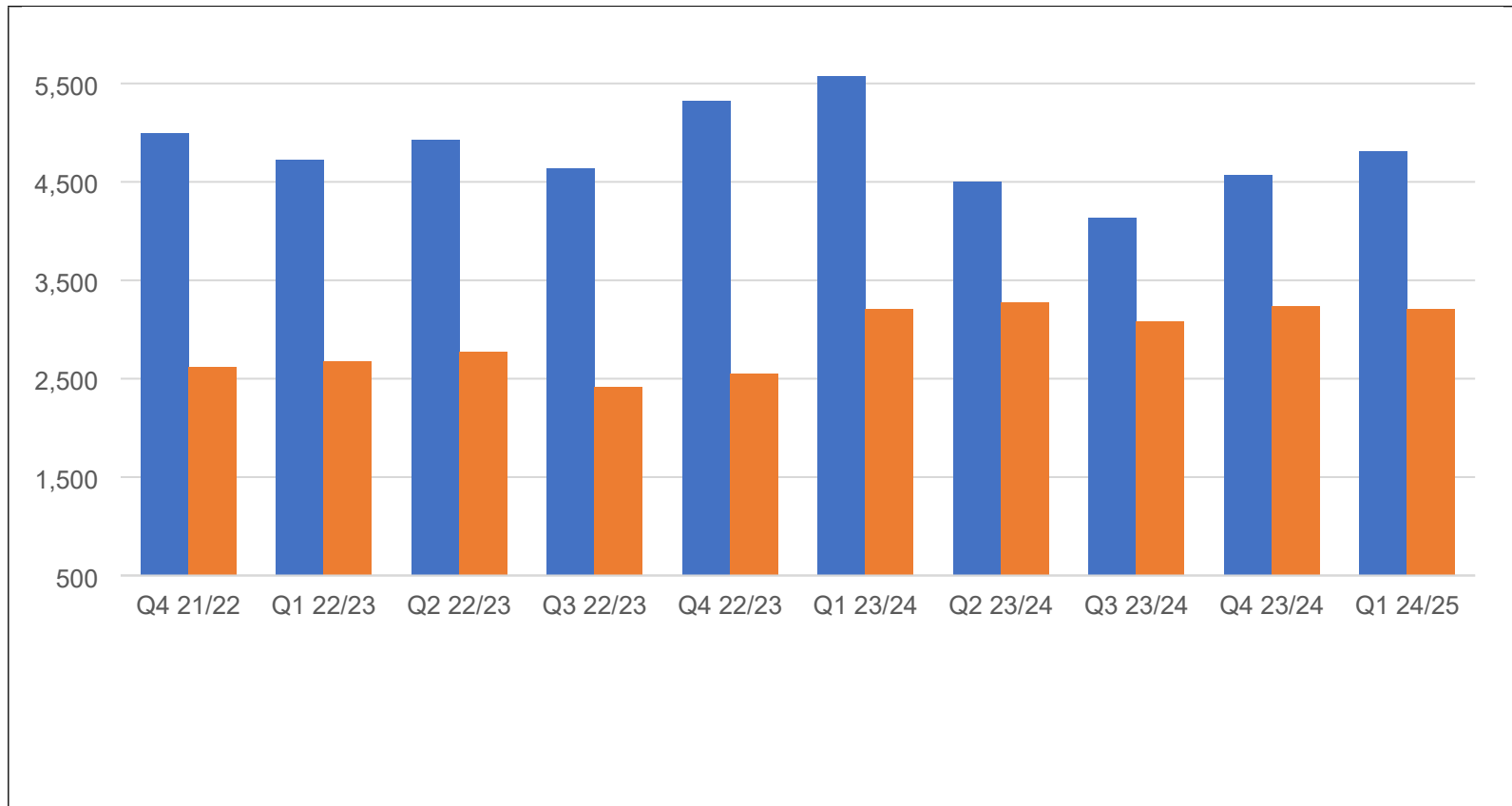
Includes all forms of contact.

Please note axis does not start at 0

Commentary:

Quarter 1 demonstrates a small decrease in the number of contacts coming into ASC, This has seen a decrease since Q4 and since last summer. Numbers however overall are steady and demonstrate a need for the service of ASCH. We continue to provide a response that is underpinned by early intervention, with a proportionate assessment of people's needs and circumstances, by promoting the use of equipment, technology and access to short term services including community micro enterprises.

ASCH8: Care Needs Assessments



Technical Notes:

Activity measure, no specified target

Please note axis does not start at 0.

Blue – New assessments to be undertaken.

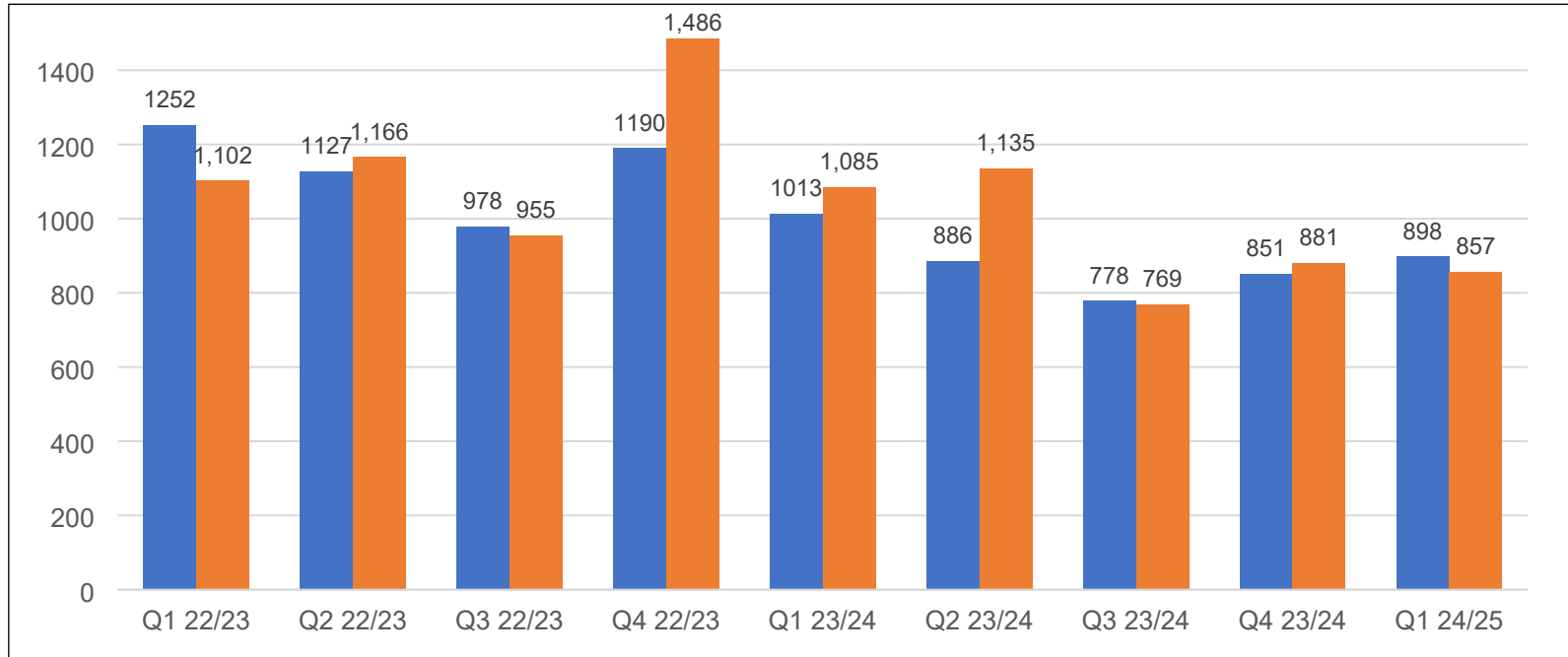
Orange – Assessment needing to be completed.

Q1 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

Commentary:

Quarter 1 saw the number of Care Needs Assessments needing to be completed fall despite the number of new assessments to be undertaken rose to its highest level since the previous Quarter 1 – a near 300 increase in incoming volume when compared to the previous quarter. Over 4,800 assessments were completed in Quarter 1 – the highest quarterly total since Quarter 4 22/23.

ASCH9: The number of new Carers' Assessments to be undertaken and the number delivered



Technical Notes:

Activity measure, no specified target

Blue – carer assessments to be undertaken

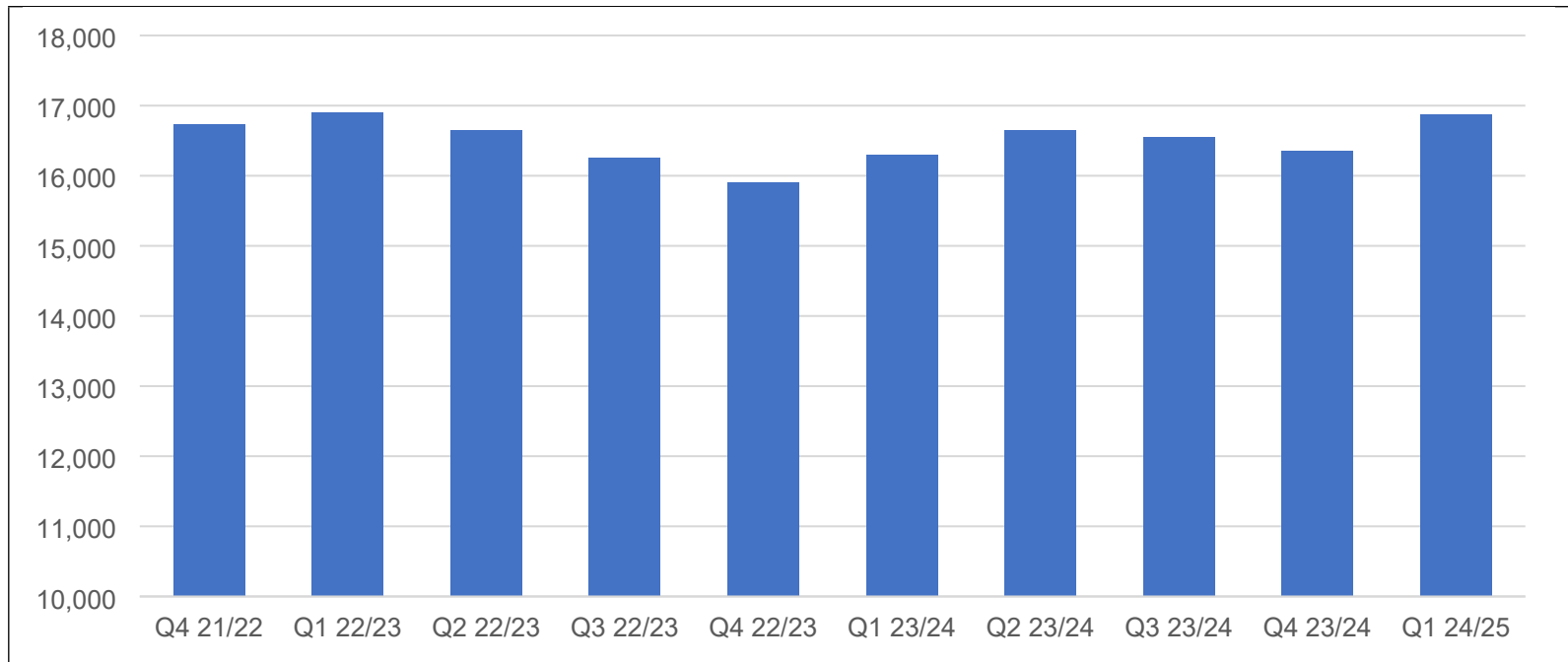
Orange – carer assessments delivered

Commentary:

Quarter 1 saw 898 assessments proposed and 857 assessments completed.

Recent engagement events delivered via the inclusion team is providing some useful intelligence on the needs of carers, this will be used to inform the development of the carer contract that will include the delegated authority of carer assessments.

ASCH10: The number of people with an active Care and Support Plan at the end of the Quarter



Technical Notes:

Activity measure, no specified target

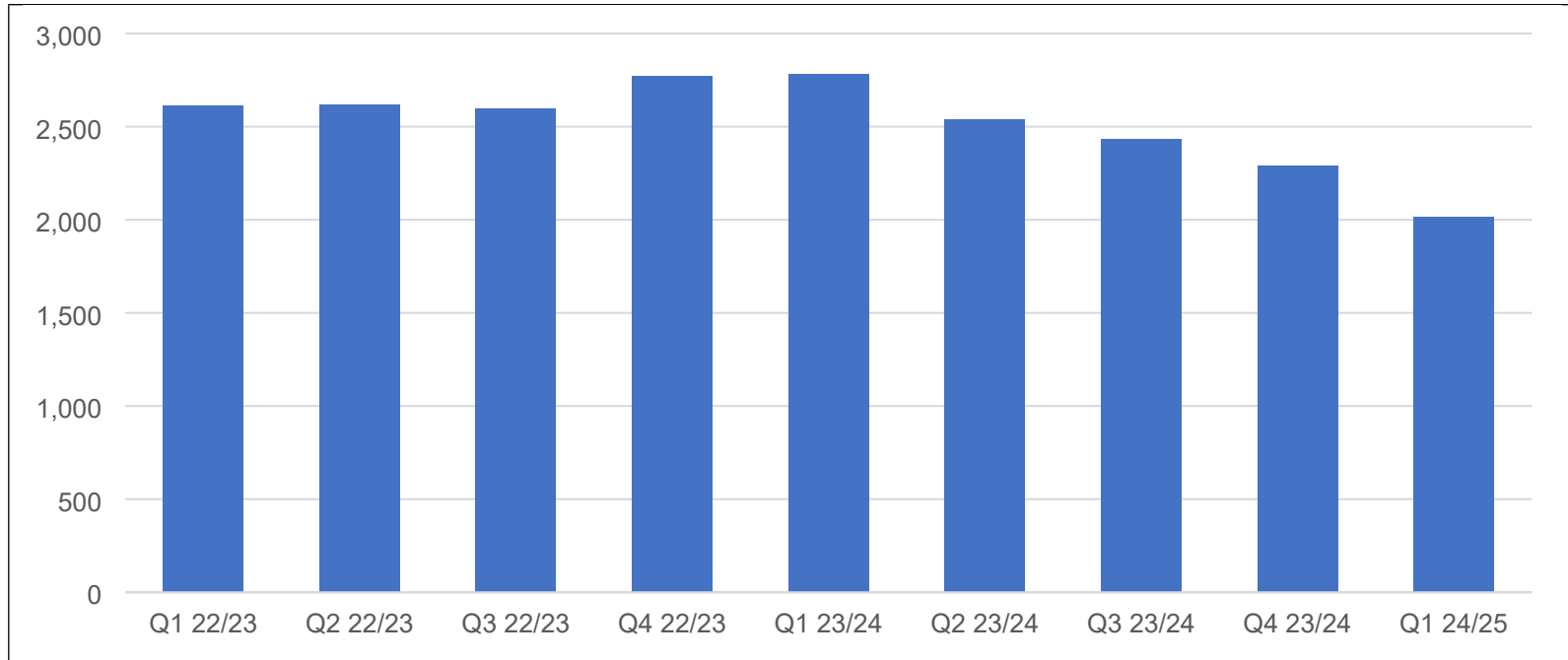
Please note axis does not start at 0.

Q1 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

Commentary:

As with the last financial year, Adult Social Care and Health continue to support more than 16,000 people with an active Care and Support Plan. In Quarter 1, 18-25 with Children Young People and Education supported 983 people.

ASCH11: The number of new support packages being arranged for people in the quarter



Technical Notes:

Activity measure, no specified target

The most recent quarters are subject to change

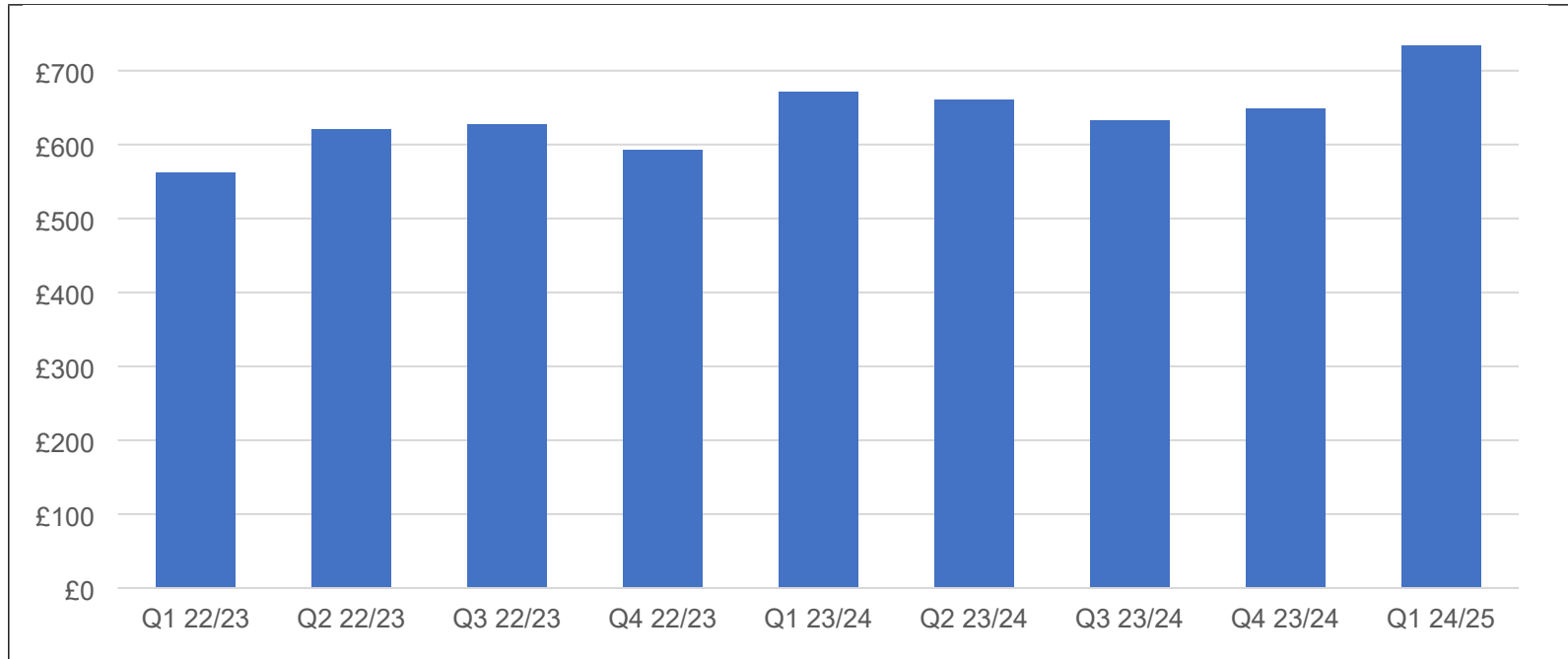
Q3 & Q4 2023/24 figures has been updated.

Corporate Risk Register
CRR0015

Commentary:

The number of new support packages being arranged in a quarter continues to decrease. It is expected the most recent quarter will increase once the client recording system has been updated with more recent changes.

ASCH12: The average cost of new support packages arranged for people in the quarter



Technical Notes:

Activity measure,
no specified target

Average weekly
cost at end of
quarter

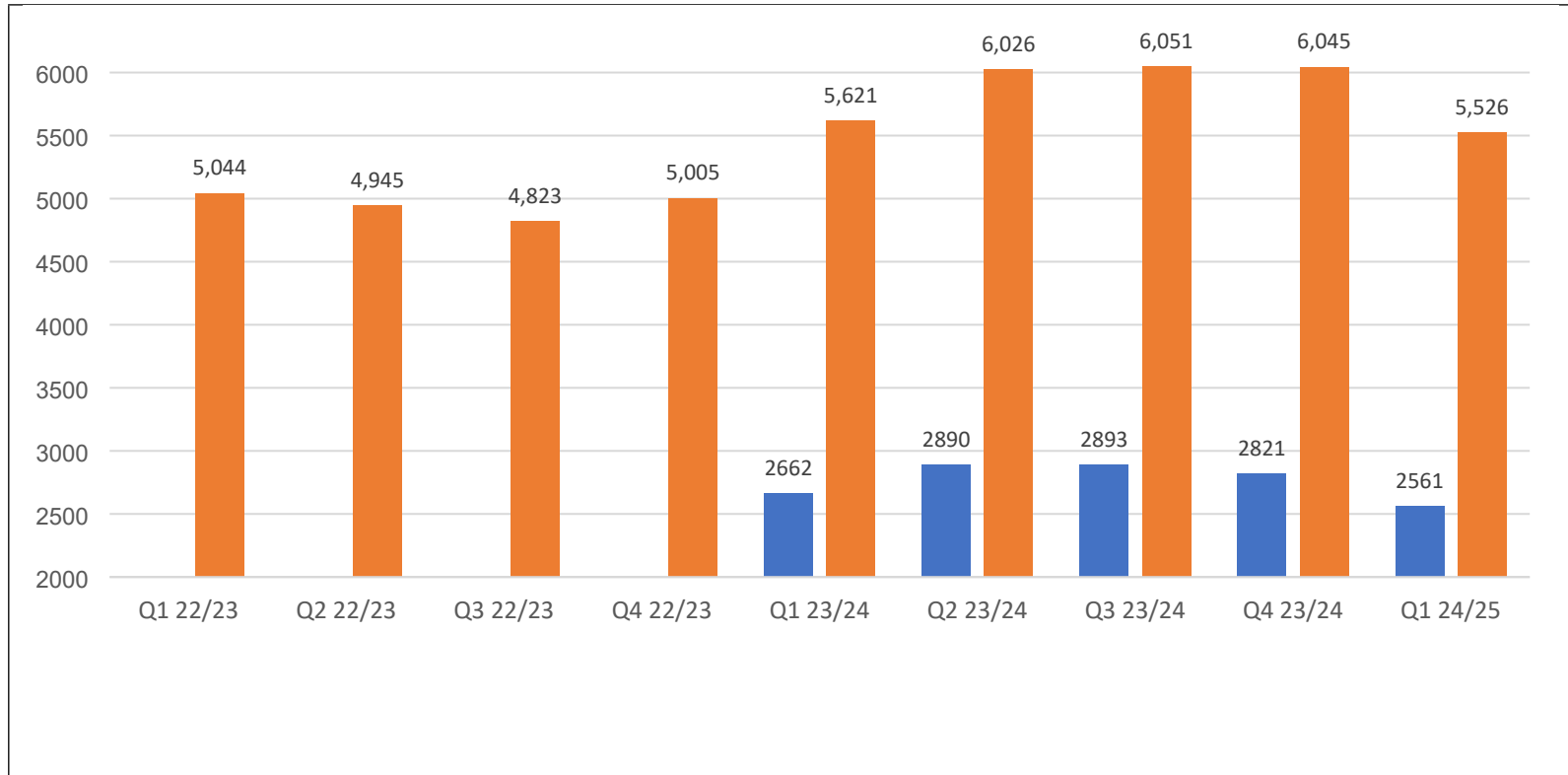
Q2, Q3 & Q4
2023/24 figures
has been updated.

The most recent
quarters are
subject to change

Commentary:

Quarter 1 saw an increase in the average cost of new support packages arranged in the quarter. This is in line with previous starts to a financial year as the cost of packages is 'uplifted' to reflect inflation. Overall, an increasing trend for the cost of services in Adult Social Care & Health in Kent can be observed.

ASCH13: The number of people requiring a first Review (6-8 weeks) or an annual review to be completed on the last day of the quarter



Technical Notes:

Activity measure, no specified target

Blue – number of people requiring a 6-8 week review to be completed on the last day of the quarter

Orange - number of people requiring an annual review to be completed on the last day of the quarter

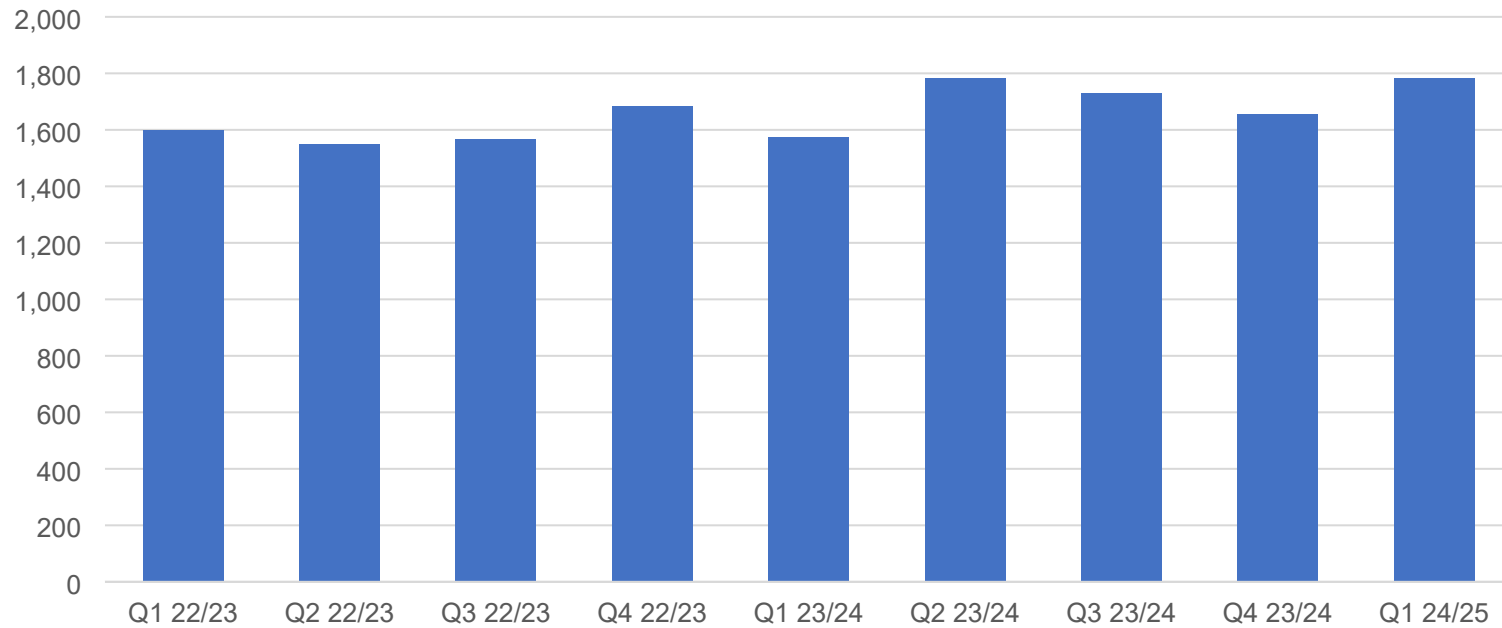
Data for 6-8 week reviews can only be reported back to Q1 23/24

Commentary:

The number of people requiring an annual review to be completed on the last day of the quarter decreased by a large proportion when compared to the previous quarter. This is as a result of increased review activity in both Quarter 4 2023/24 and Quarter 1 24/25.

The number of people requiring a 6-8 week review to be completed on the last day of the quarter also saw a notable reduction.

ASCH14: The number of people in Kent Enablement at Home



Technical Notes:

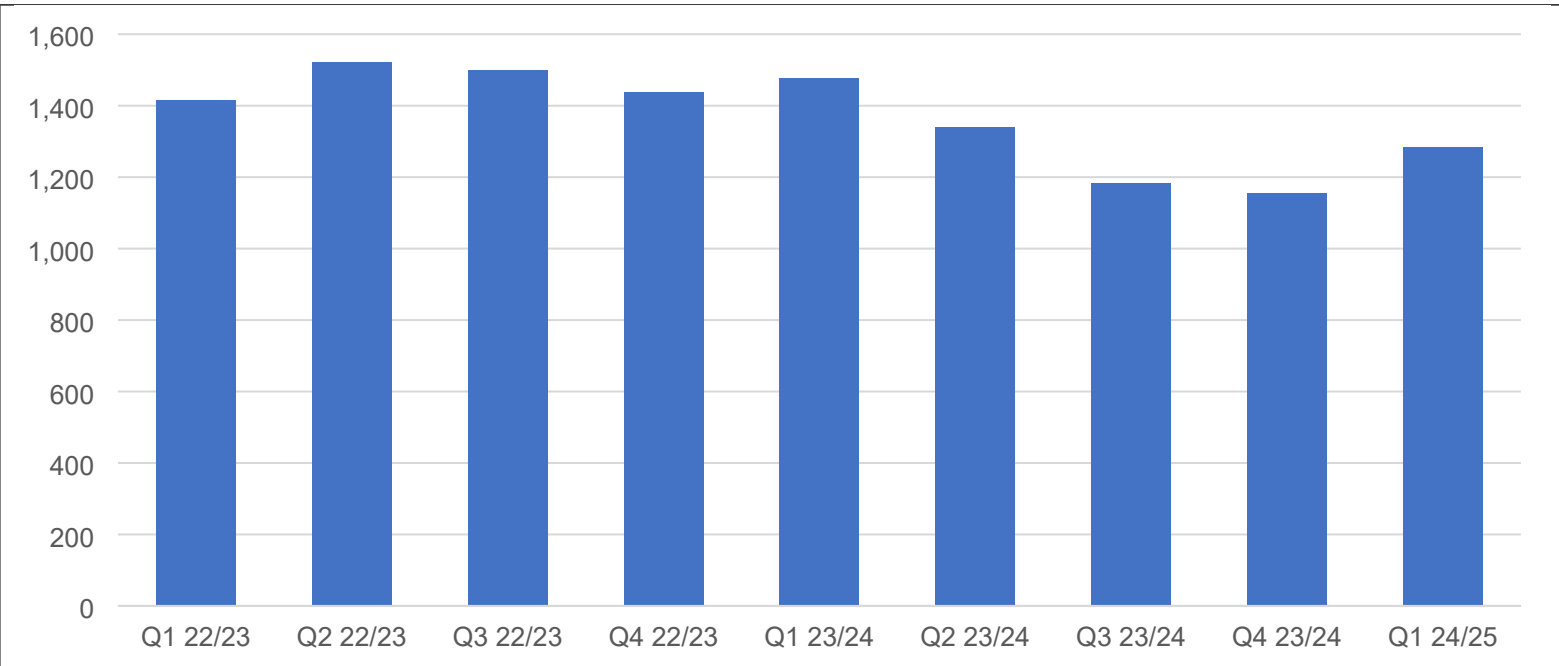
Activity measure, no specified target.

People receiving services with Kent Enablement at Home (KEaH).

Commentary:

The number of people in Kent Enablement at Home was at its highest level in Quarter 1 since Quarter 2 23/24. This is due to a 28% increase in people starting the reablement service in Quarter 1 when compared to the previous quarter.

ASCH15: The number of people in Short Term Beds



Technical Notes:

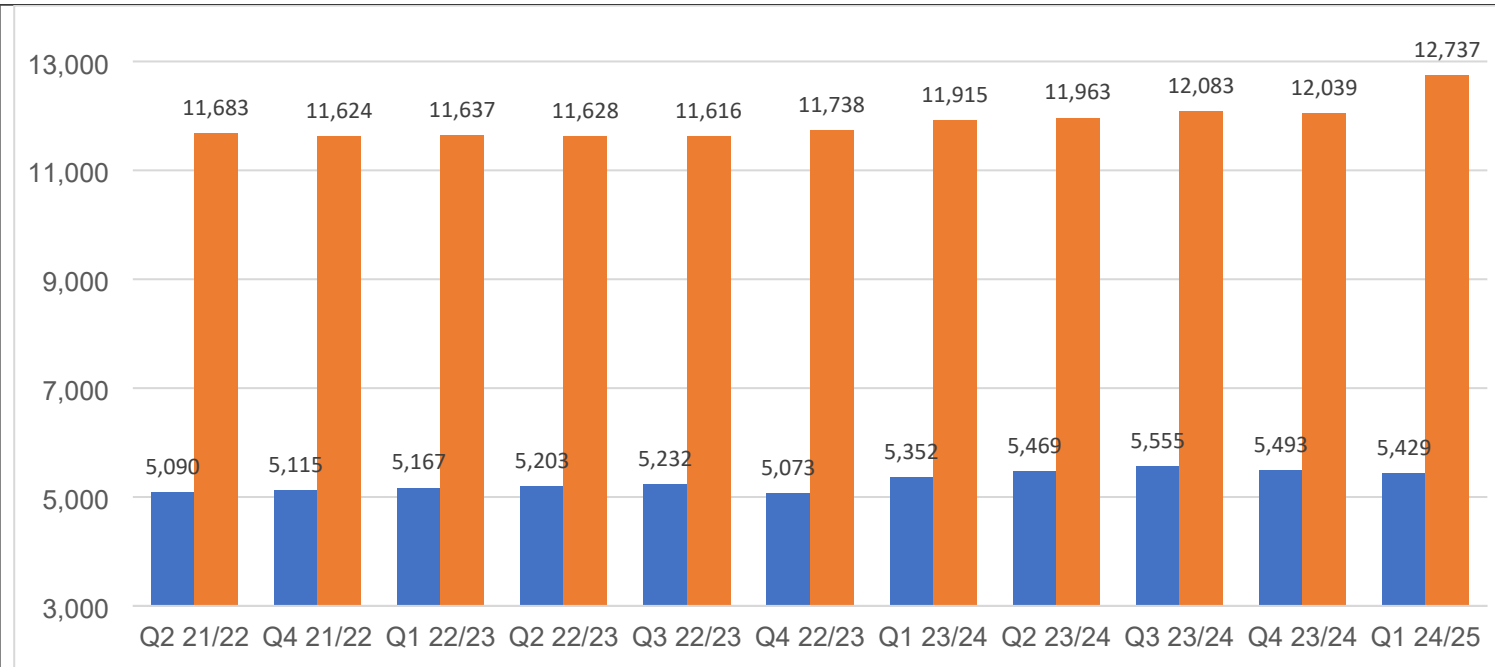
Activity measure,
no specified target

Q3 & Q4 2023/24
figures have been
updated.

Commentary:

The number of people in a short term residential or nursing bed increased in Quarter 1 following successive decreases in the past 3 quarters. The proportion of people in a short term bed for longer than 6 weeks decreased for the second quarter in row, demonstrating an improvement in the timely assessment of where a persons' needs can be met in the long term once a Short Term placement comes to an end.

ASCH16: The numbers of people in Long Term Services



Technical Notes:

Activity measure, no specified target

Please note axis does not start at 0.

Blue – Residential or Nursing services

Orange – Community Services

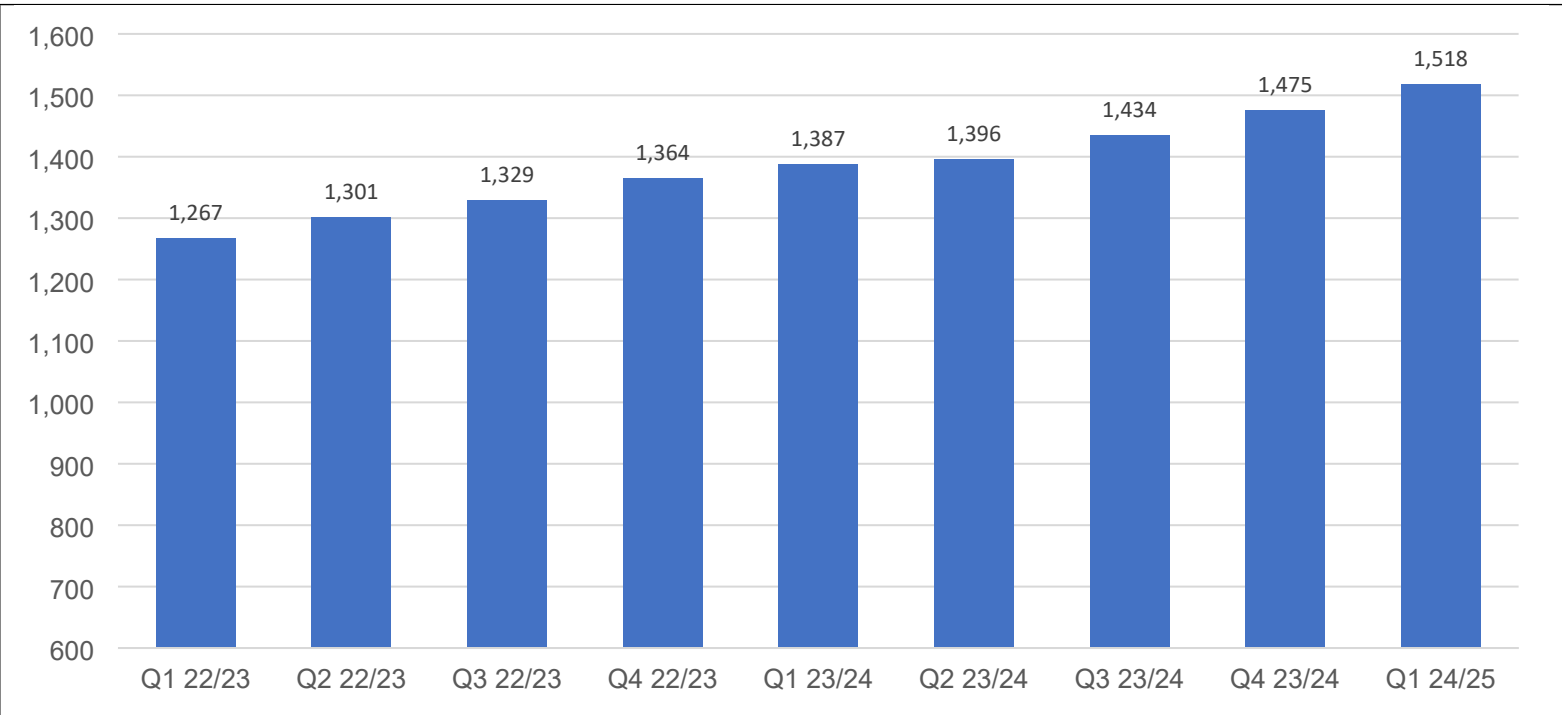
Q3 & Q4 2023/24 figures backdated.

Q1 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

Commentary:

Adult Social Care & Health continue to see 12,000 people with community services during the quarter, with a slight reduction in the number receiving residential or nursing services. CYPE account for 902 long term community services in Quarter 1 and 110 Residential or Nursing Services.

ASCH17: The number of people accessing Adult Social Care and Health Services who have a mental health need

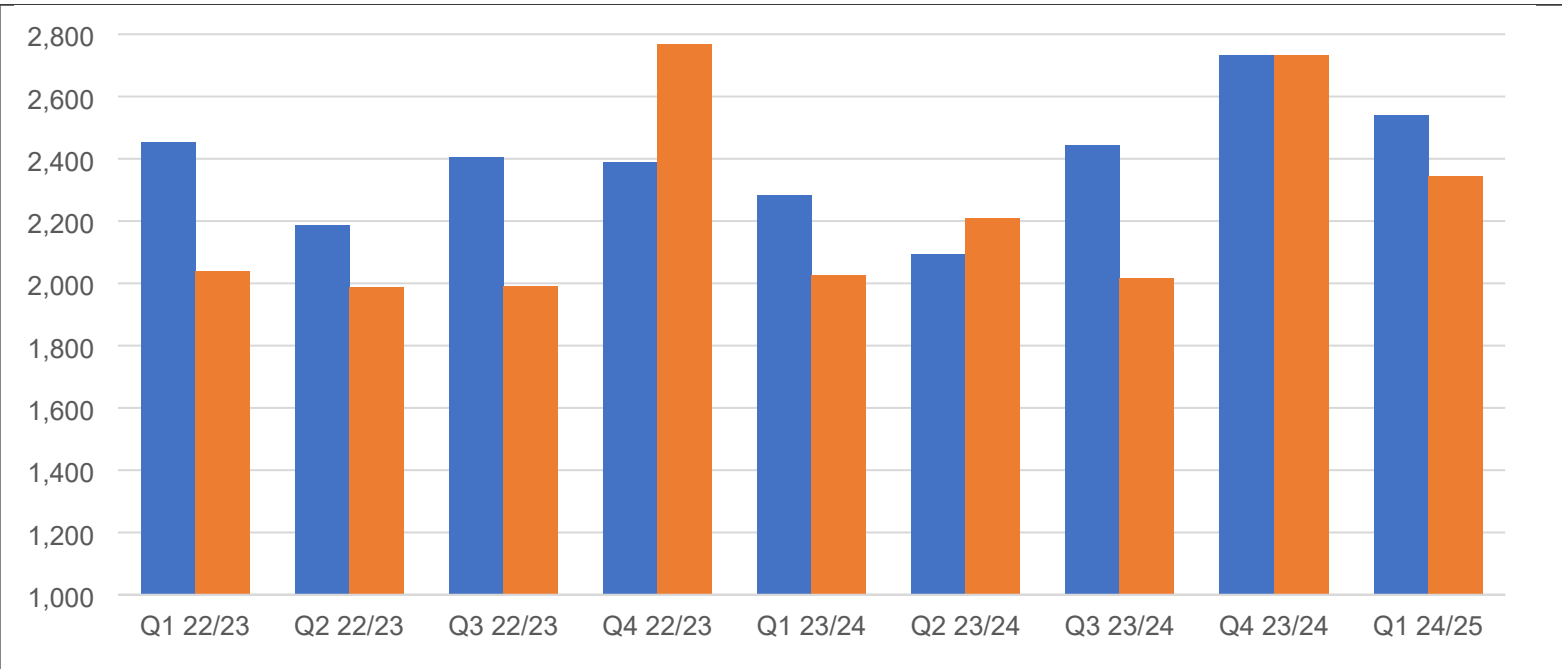


Technical Notes:
Activity measure, no specified target
Please note axis does not start at 0

Commentary:

The trend reported in the last quarter continues to underpin the numbers of people who have a mental health need. People are recognising when they require support if they have a mental health need. The introduction of the Mental Health Together Model sees increased work within Kent Medway Partnership Trust (KMPT) to redirect people to alternative provisions.

ASCH18: Number of Deprivation of Liberty Safeguards applications received and completed



Technical Notes:

Activity measure, no specified target

Please note axis does not start at 0.

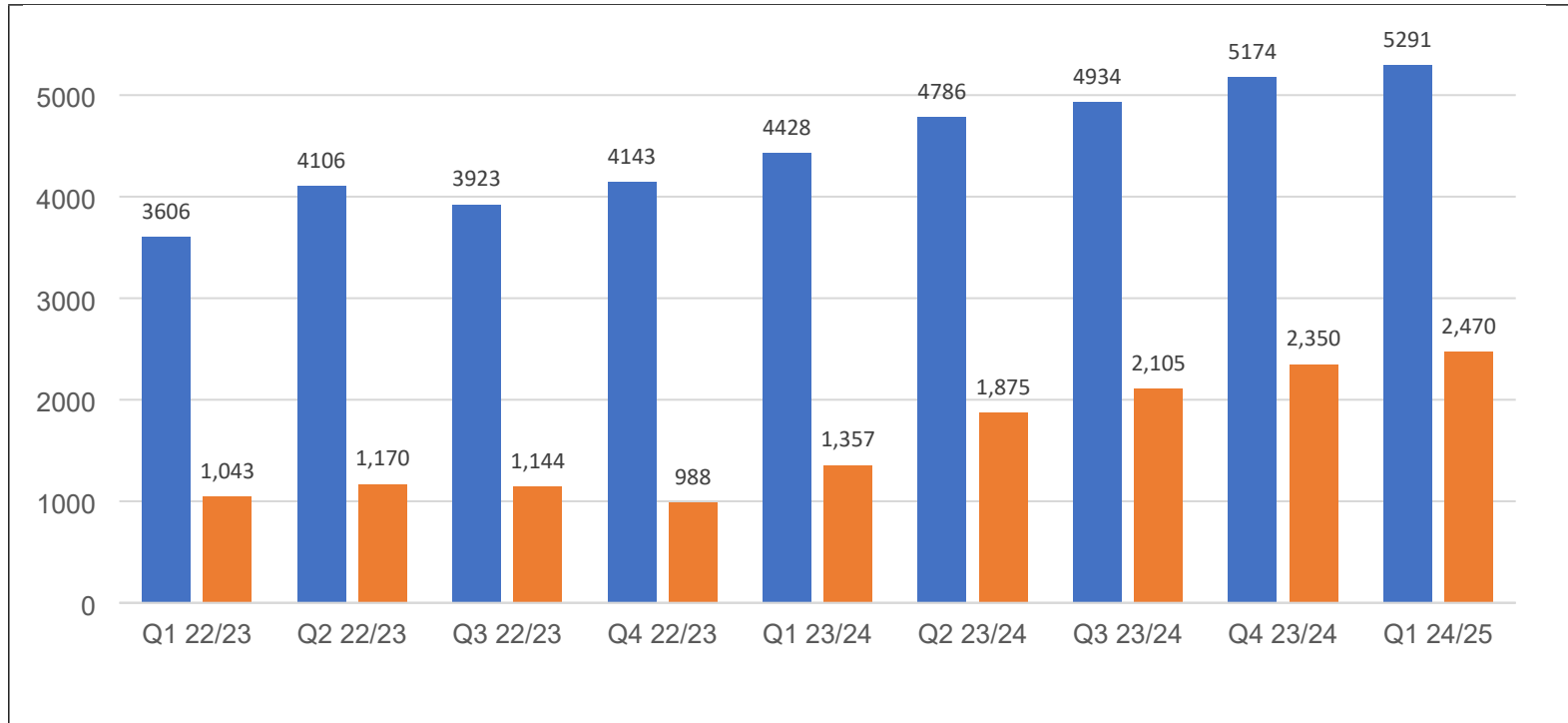
Blue – applications received.

Orange – Applications completed.

Commentary:

Quarter 1 saw the second largest number of Deprivation of Liberty Safeguard applications we have seen. The number of applications completed is the highest non-Quarter 4 total that has been included also. Overall, we see an increasing trend of applications made for DoLS and an improving figure of completions.

ASCH19: The number of safeguarding concerns incoming and enquiries open on the last day of the quarter



Technical Notes:

Activity measure, no specified target

Blue – the number of safeguarding concerns received

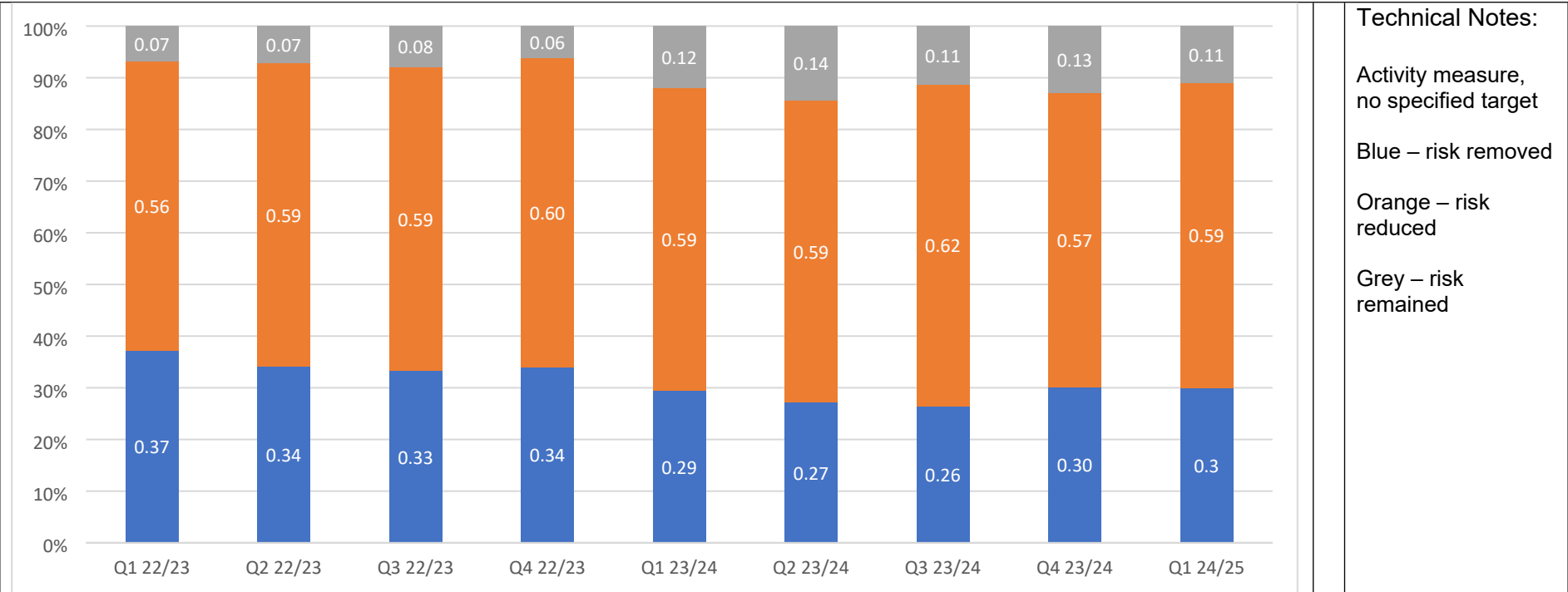
Orange – number of safeguarding enquiries open on the last day of the quarter

Q1 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

Commentary:

In response to the increased number of safeguarding concerns and enquiries open at the end of the quarter, the safeguarding recovery work plan, led by the Principal Social Worker, commenced. This work started towards the end of Quarter 1 so the impact of this is not yet seen. In addition, a safeguarding managed service is being commissioned to again support operational work with closing safeguarding activity once all proportionate enquiries have been completed and it is determined that the person is safe.

ASCH20: Outcome of concluded Section 42 Safeguarding Enquiries where a risk was identified



Commentary:

The outcomes for people following safeguarding enquiries have remained consistent with the risk being either removed or reduced for the majority. When the risk remains, a post abuse plan should be in place to ensure that all the mitigations are in place on how the person at risk can be as safe as possible. Safeguarding audits have been completed on a quarterly basis to review the quality of the work completed in relation to closed safeguarding concerns and enquiries with good practice and learning shared with operational assistant directors.