

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

24th September 2019

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 key performance indicators (KPIs) for Public Health commissioned services. Eleven of the fifteen KPIs were RAG rated Green in the latest available quarter, three were Amber, and one was Red.

The Health Visiting Service continues to target delivery of the face-to-face antenatal contact to the most vulnerable and/or first-time parent's across Kent, with a contact letter sent to other parents. Although delivery of the face-to-face contact remains below acceptable levels, the contact made via the letters has given a coverage of 90%. This approach remains under review.

A return to normal levels of delivery for the Health Visiting contact of 1-year review at 15 months is expected in Quarter 2, this was following a lower level of delivery in Quarter 4 of 1-year reviews by 12 months to the cohort now presented at 15 months of age, this has now recovered to targeted levels

Delivery of NHS Health Checks has continued to increase and is on track to deliver to target in 2019/20. The engagement of clients from the most deprived areas in Kent with One You Kent Advisors continues to challenge the providers of this service, however targets are being met and exceeded in those areas of Kent with higher levels of deprivation.

Recommendation: The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q4 2018/19 and Q1 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 KCC. This paper 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.

2. Overview of Performance

- 2.1. Of the fifteen targeted KPIs for Public Health commissioned services eleven achieved target (Green), three KPIs were 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.

Health Visiting

- 2.2. Delivery of the face-to-face antenatal contact continues to prove challenging for the provider following a sustained drop in performance since Quarter 3 2018/19. The prioritisation of face-to-face contact with first time mothers and vulnerable families, with universal contact made via an introduction letter, remains in place until sufficient staffing levels are achieved.
- 2.3. In Quarter 1, over 1,300 face-to-face antenatal contacts were made, which accounts for 33% of those due, up from the previous quarter of 26%. The target for 2019/20 is 43%. Over 2,300 antenatal information letters were sent to families, giving a combined contact of 90%.
- 2.4. The proportion of infants receiving their 1-year review at 15 months of age was below target but above acceptable levels in Quarter 1. It is not expected to remain at this level into Quarter 2 as the delivery of the 1-year review by 12 months delivered in Quarter 1 was at target. It is this cohort that will be presented in the 15 month metric in Quarter 2.

Adult Health Improvement

- 2.5. The NHS Health Check Programme in Kent delivered a strong Quarter 1, inviting over 32,000 eligible Kent residents and delivering nearly 11,000 health checks. The delivery of health checks in these three months was the strongest to date following the transition of the programme from the NHS to KCC; now the new computer system has been embedded, the service is back on track to deliver the target of 41,600 checks.
- 2.6. Providers of the One You Kent (OYK) service continue to work towards the challenging target of working with 60% of clients from the most deprived areas in Kent. Of the 821 clients seen by the OYK Advisors in Quarter 1, 53% were from quintiles 1 & 2. The provider delivering OYK in East Kent, covering Thanet and Swale, achieved 67% from quintiles 1 & 2, showing that variation across the County in need is accounted for in delivery.

Sexual Health

- 2.7. KCC have been working collaboratively with Kent Community Health NHS Foundation Trust (KCHFT), Maidstone and Tunbridge Wells NHS Trust and NHS England to agree a new model for Integrated sexual health services across Kent. This new model commenced on the 1st June and was successfully mobilised. This programme of change has been a unique collaboration with key partners and focuses on supporting long-term, financially and clinically sustainable open access sexual health services across Kent, based on shared clinical standards and outcomes.
- 2.8. The impact of the change has been minimal to the customer as is evidenced by the fact that all clients during Quarter 1 requiring an urgent Genito Urinary Medicine (GUM) appointment were offered an appointment to be seen within 48 hours.
- 2.9. KCHFT has been recently assessed by the Care Quality Commission and the sexual Health service was rated as outstanding.

Drug and Alcohol Services

- 2.10. Updated substance misuse figures, covering June 2019, were not released in time for this report. The 12 months to May 2019 show a continuation in the increase of both numbers accessing structured treatment and those successfully leaving treatment with a planned exit. The May 2019 figures also show a continuation of 26% successful completions, from the previous 12 months reported.

Mental Wellbeing Service

- 2.11. In Quarter 1, 919 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% of clients surveyed stating they would recommend the service to a family, friend or someone in a similar situation.

3. Conclusion

- 3.1. Where delivery of public health commissioned services has not reached acceptable levels or the target, Public Health are working with the providers to ensure plans are in place to improve delivery and ensure alternatives are available as in the case of the antenatal contact delivered by the Health Visiting Service. All commissioned services are continually monitored by KCC in respect to delivery and performance.

4. Recommendations

<p>Recommendation: The Health Reform and Public Health Cabinet Committee is asked to NOTE the performance of Public Health commissioned services in Q4 2018/19 and Q1 2019/20</p>

5. Background Documents

None

6. Appendices

Appendix 1 - Public Health Commissioned Services KPIs and Key.

7. Contact Details

Report Authors:

- Helen Groombridge: Performance & Analytics Manager, Strategic Commissioning
- 03000 416180
- helen.groombridge@kent.gov.uk

- Karen Sharp: Head of Commissioning Portfolio Outcome 1 & Public Health
- 03000 416668
- Karen.sharp@kent.gov.uk

Appendix 1: Public Health Commissioned Services – Key Performance Indicators Dashboard

Service	KPI's	Target 18/19	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Target 19/20	Q1 19/20	DoT**
Health Visiting	PH04: No. of mandated universal checks delivered by the health visiting service (12 month rolling)	65,000	71,287 (g)	70,639 (g)	69,318 (g)	68,465 (g)	65,000	67,541 (g)	↓
	PH14: No. and % of mothers receiving an antenatal contact with the health visiting service	50%	2,078 48% (a)	1,804 41% (a)	1,066 25% (r)	1,048 26% (r)	43%	1,349 33% (r)	↑
	PH15: No. and % of new birth visits delivered by the health visitor service within 30 days of birth	95%	4,094 98% (g)	4,294 98% (g)	4,250 98% (g)	3,849 98% (g)	95%	3,957 99% (g)	↑
	PH16: No. and % of infants due a 6-8 week who received one by the health visiting service	80%	3,628 89% (g)	3,771 86% (g)	3,885 88% (g)	3,501 88% (g)	85%	3,543 90% (g)	↑
	PH23: No. and % of infants who are totally or partially breastfed at 6-8 weeks (health visiting service)	-	1,833 49%*	1,852 48%*	1,926 48%*	1,828 49%*	-	1,836 50%*	-
	PH17: No. and % of infants receiving their 1-year review at 15 months by the health visiting service	80%	3,609 86% (g)	3,907 87% (g)	4,075 87% (g)	3,854 87% (g)	85%	3,591 84% (a)	↓
	PH18: No. and % of children who received a 2-2½ year review with the health visiting service	80%	3,546 80% (g)	3,703 82% (g)	3,605 82% (g)	3,617 78% (a)	80%	3,547 80% (g)	↑
Structured Substance Misuse Treatment	PH13: No. and % of young people exiting specialist substance misuse services with a planned exit	85%	87 94% (g)	54 87% (g)	56 89% (g)	72 90% (g)	85%	57 90% (g)	↔
	PH03: No. and % of people successfully completing drug and/or alcohol treatment of all those in treatment	26%	1,160 26% (g)	1,139 25% (a)	1,171 25% (a)	1,272 26% (g)	25%	nca	↑
Lifestyle and Prevention	PH01: No. of the eligible population aged 40-74 years old receiving an NHS Health Check (12 month rolling)	41,600	38,021 (a)	33,617 (a)	33,917 (a)	36,093 (a)	41,600	41,151 (a)	↑
	PH11: No. and % of people quitting at 4 weeks, having set a quit date with smoking cessation services	52%	715 56% (g)	711 53% (g)	787 53% (g)	1,003 60% (g)	52%	nca	↑
	PH21: No. and % of clients engaged with One You Kent Advisors being from the most deprived areas in the County	60%	442 53% (a)	419 50% (a)	433 56% (a)	506 56% (a)	60%	436 53% (a)	↓
Sexual Health	PH02: No. and % of clients accessing GUM services offered an appointment to be seen within 48 hours	90%	11,138 100% (g)	11,356 100% (g)	10,870 100% (g)	11,467 100% (g)	90%	11,160 100% (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%	300 99% (g)	317 97% (g)	250 98% (g)	276 100% (g)	90%	383 99% (g)	↓

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

Commissioned services annual activity

Indicator Description	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	DoT
PH09: Participation rate of Year R (4-5 year olds) pupils in the National Child Measurement Programme	96% (g)	96% (g)	97% (g)	97% (g)	93% (g)	nca	↓
PH10: Participation rate of Year 6 (10-11 year olds) pupils in the National Child Measurement Programme	94% (a)	95% (g)	96% (g)	96% (g)	96% (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)	32,924	78,547	115,232	157,303	198,980	36,093	-
PH06: Number of adults accessing structured treatment substance misuse services	4,652	5,324	5,462	4,616	4,466	4,900	-
PH07: Number accessing KCC commissioned sexual health service clinics	-	-	73,153	78,144	75,694	76,264	-

Key:

RAG Ratings

(g) GREEN	Target has been achieved
(a) AMBER	Floor Standard*** achieved but Target has not been met
(r) RED	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

*** Floor Standards are set in Directorate Business Plans and if not achieved must result in management action

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