

**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

10<sup>th</sup> March 2021

**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. Eleven of the fifteen KPIs were RAG rated Green in the latest available quarter, one was Amber, two were Red and three had data unavailable due to the Coronavirus pandemic (COVID-19) and the data not due for release at the time the report was written.

The Red KPIs are delivery of the NHS Health Checks programme which was paused in delivery due to the current pandemic between March and August 2020, Public Health and the provider are working on a future recovery plan. The other Red KPI is One You Kent which is due to a reduction in outreach.

**Recommendation:** The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q3 2020/21

## 1.0 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 five quarters.

## **2.0 Overview of Performance**

- 2.1 Of the fifteen targeted KPIs for Public Health commissioned services eleven achieved target (Green), 1 was below target but achieved the floor standard (Amber), and two did not achieve the floor standard (Red). These KPIs relate to the delivery of the NHS Health Checks Service and the number of clients engaged with One You Kent Advisors.

## **3.0 Health Visiting**

- 3.1 The Health Visiting Service has continued to increase the number of mandated universal contacts delivered and these remain above target. The number of new birth visits within 30 days of birth is 99%, these have been predominantly delivered at home since June 2020. Families have been risk assessed, based on vulnerabilities and on need, for face-to-face contact to be delivered in clinics or at home. In addition to the mandated checks, the service is providing face to face delivery through bookable Health Visitor clinics in local communities, delivery of the Family Partnership Programme and Specialist Infant Feeding Services.
- 3.2 The six-eight week contacts and 9-12-month development reviews exceed the target by 10%, with 92% and 90% respectively. The service has continued to increase face to face delivery for mandated contacts and continues to take a risk-based approach to prioritising face to face visits. In addition, a significant catch-up programme consisting of over 14,000 missed contacts for the 9-12-month and 2- 2.5-year development reviews concluded in December 2020.

## **4.0 Adult Health Improvement**

- 4.1 The NHS Health Check Programme was halted in March 2020 due to the Coronavirus pandemic, in line with national guidance. The service was able to resume from Q2 and is on a careful and managed roll-out ensuring Health Checks are delivered in a safe way. Around a third of contracted GP practices had initially come forward to confirm they were able to restart but following the lockdown at the end of Q3, this situation changed.
- 4.2 National priorities communicated via the CCG requested GP practices focused all efforts on the vaccine roll out and they stop non-essential services. As a result, there are less GP practices who are able to deliver Health Checks and although performance is below where it usually would be at this point, the numbers are steadily increasing.
- 4.3 In Q2 the smoking cessation service was predominantly offering telephone and video appointments to help to maintain a service through the Coronavirus pandemic. Referrals to the service have increased following a successful Stoptober and Quit for COVID-19 campaigns. This resulted in the service having a waiting list for the first time. GPs and pharmacies have limited capacity to deliver quit support services due to vaccine priorities and as 60% of the service is traditionally provided by these providers Public Health, KCC have worked with Kent Community Health Foundation Trust (KCHFT) who is the core provider, to upskill staff to increase capacity. This has resulted in the waiting list reducing

from 407 in August to 69 in February 2021 and the longest wait time is now less than two weeks and although this fluctuates in line with referrals, individuals are generally contacted within a week.

- 4.4 The One You Kent (OYK) adult healthy lifestyle service referrals are lower when compared to this time last year and is largely due to a reduction in GP referrals. Due to COVID-19 the team is having to work virtually without being able to do outreach in the community of more deprived areas and many staff members have been redeployed to support the smoking service. Early data shows a steady increase in referrals and the service has received positive feedback on using digital interventions which have been developed to help support service users through the pandemic. Data shows a 40% increase in the individuals seen within the OYK service in Q3 however work is underway to review ways in which we can ensure we are able to target those most in need.

## **5.0 Sexual Health**

- 5.1 The Sexual Health service was unable to report accurately on the previous KPI due to changes in the pathway for testing in response to the Coronavirus pandemic. An agreement has been reached with the providers to deliver an alternative metric which demonstrates the providers' contribution towards improving sexual health outcomes and ensures all patients are directed to testing either face to face or through the online service.
- 5.2 With the move to new metrics and current COVID-19 pressures the providers are unable to provide a full and up to date data set in terms of the number of attendances at clinic, however this data is expected to be reported in full for the next quarter. Monthly performance data is provided to commissioners to enable them to monitor the service closely. Services have adapted to COVID-19 and through the new triage process are able to direct clients to the most appropriate form of care. Online requests continue to be used as an alternative delivery route to face to face where appropriate.

## **6.0 Drug and Alcohol Services**

- 6.1 The Community Drug and Alcohol Adult providers continue to run effective services. There is a blended approach to service delivery, with some interventions being delivered virtually and some face to face, depending on service user risk, vulnerability and clinical need. The referral data so far for Q3 suggests a 9.5% reduction in referrals from Q2; however, Q2 referrals were disproportionately high due to COVID-19.
- 6.2 The Young Person Service has had an increase in referrals in Q3 (108) but this has still not returned to pre-pandemic levels due to the referrals from education providers remaining low in the quarter. The number of young people exiting treatment in a planned way has increased from Q2 to 78% of this number, 32% of the Young People reported abstinence, the highest figure to date.

## **7.0 Mental Wellbeing Service**

- 7.1 Live Well Kent continues to reach the target of 90% of clients saying they would

recommend the service to family, friends, or someone in a similar situation. Despite the change to more virtual delivery of sign-ups to the service, 79% were new individuals who have not been supported by the services previously.

## 8.0 Conclusion

- 8.1 Eleven of the fifteen KPIs remain above target and were RAG rated green.
- 8.2 Public Health and the Commissioners continue to explore other forms of delivery, for example digital services, to compliment traditional delivery mechanisms, to ensure current provision is fit for purpose, meets user needs and able to account for increasing demand levels in the future.

## 9.0 Recommendation

**Recommendation:** The Health Reform and Public Health Cabinet Committee is asked to **NOTE** the performance of Public Health commissioned services in Q3 2020/21.

## 10.0 Background Documents

- 10.1 None

## 11.0 Appendices

- 11.1 Appendix 1 - Public Health Commissioned Services KPIs and Key.

## 12.0 Contact Details

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

Service	KPI's	Target 19/20	Target 20/21	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	DoT**
Health Visiting	PH04: No. of mandated universal checks delivered by the health visiting service (12 month rolling)	65,000	65,000	67,387 (g)	67,627 (g)	69,073 (g)	69,440 (g)	70,445 (g)	↑
	PH14: No. and % of mothers receiving an antenatal contact with the health visiting service	43%	43%	1,412 34% (r)	1,321 34% (r)	3,095 76% (g)	2,877 70% (g)	2,727 68% (g)	↓
	PH15: No. and % of new birth visits delivered by the health visitor service within 30 days of birth	95%	95%	4,103 97% (g)	3,729 96%(g)	3,868 97%(g)	4,061 99%(g)	3,965 99%(g)	↓
	PH16: No. and % of infants due a 6-8 week who received one by the health visiting service	85%	85%	3,760 89% (g)	3,446 86% (g)	3,447 89%(g)	3,711 90%(g)	3,685 90%(g)	↓
	PH23: No. and % of infants who are totally or partially breastfed at 6-8 weeks (health visiting service)	-	-	1,905 48%*	1,591 48%*	1,646 51%*	1,851 51%*	1,855 50%*	-
	PH17: No. and % of infants receiving their 1-year review at 15 months by the health visiting service	85%	85%	4,089 90% (g)	3,841 89% (g)	3,669 89% (g)	3,420 81% (a)	4,011 89% (g)	↑
	PH18: No. and % of children who received a 2-2½ year review with the health visiting service	80%	80%	3,816 84% (g)	3,764 81% (g)	3,269 72% (a)	3,028 70% (a)	3,754 84% (g)	↑
Structured Substance Misuse Treatment	PH13: No. and % of young people exiting specialist substance misuse services with a planned exit	85%	85%	40 91% (g)	56 82% (a)	55 77%(a)	42 91%(g)	38 78%(a)	↓
	PH03: No. and % of people successfully completing drug and/or alcohol treatment of all those in treatment	25%	25%	1,361 27% (g)	1,345 27% (g)	1,320 27% (g)	1,312 27% (g)	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	41,600	43,126 (g)	39,995 (a)	29,046 (r)	17,449 (r)	9,596 (r)	↓
	PH11: No. and % of people quitting at 4 weeks, having set a quit date with smoking cessation services	52%	52%	977 63% (g)	1,102 61% (g)	246 57% (g)	559 62% (g)	nca	↑
	PH21: No. and % of clients engaged with One You Kent Advisors being from the most deprived areas in the County	60%	60%	677 55% (a)	647 53% (a)	283 47% (r)	260 51% (a)	300 42% (r)	↓
Sexual Health	PH24 % of all new first-time attendances who take up the offer and are screened for chlamydia, gonorrhoea, syphilis and HIV	-	70%	nca	nca	621 48%(a)	nca	nca	-

<b>Mental Wellbeing</b>	PH22: No. and % of Live Well Kent clients who would recommend the service to family, friends or someone in a similar situation	90%	90%	339 100% (g)	319 99.7% (g)	308 99.7% (g)	490 99.4% (g)	401 99.3% (g)	↓
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\*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)	95% (g)	↔
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)	94% (g)	↔
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	76,093	-
PH06: Number of adults accessing structured treatment substance misuse services	5,324	5,462	4,616	4,466	4,900	5,053	↑
PH07: Number accessing KCC commissioned sexual health service clinics	-	73,153	78,144	75,694	76,264	71,543	↓

### 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.

