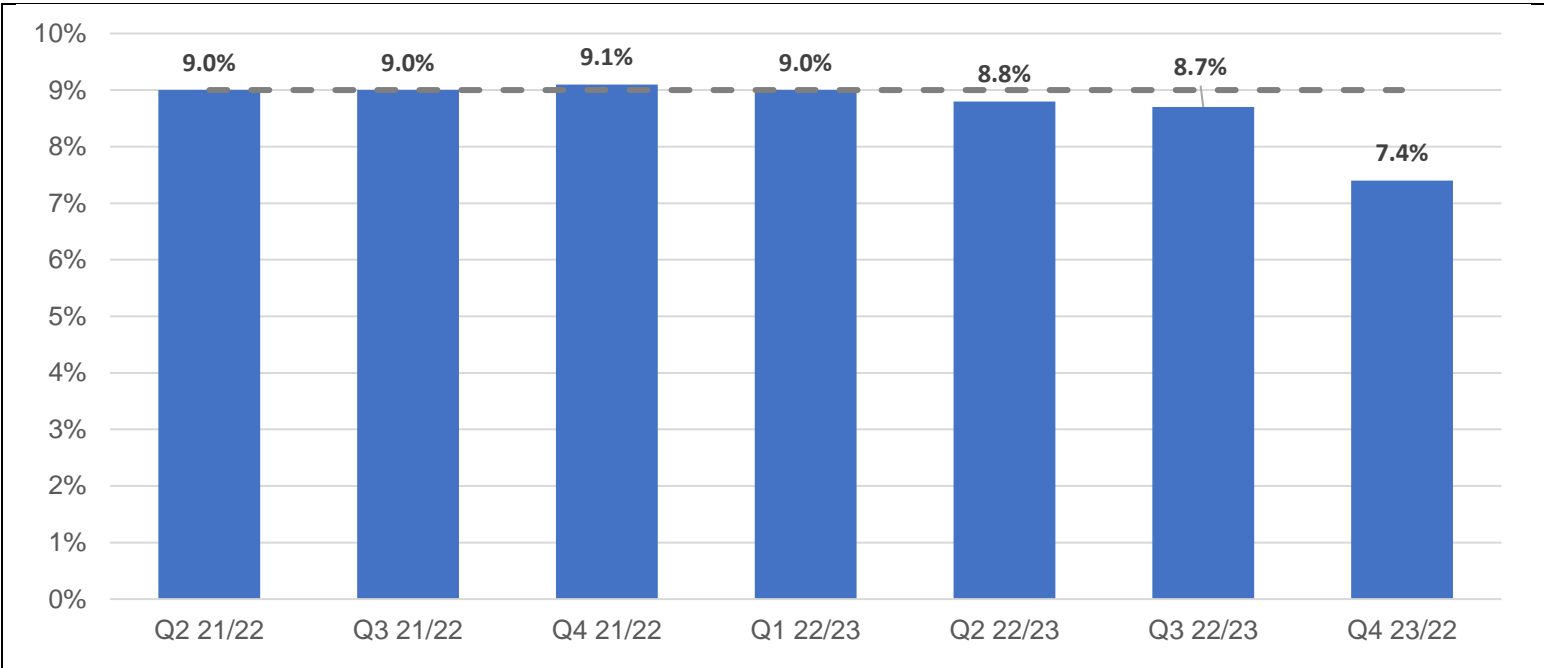


Adult Social Care Key Performance Indicators and Activity Performance 2022/23

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

GREEN
↑



Technical Notes:

Target set at 9% (dotted line) with an upper threshold of 13%

The Direction of Travel is not significant.

Please note axis does not end at 100%

Decimal places presented as per action from previous Cabinet Committee

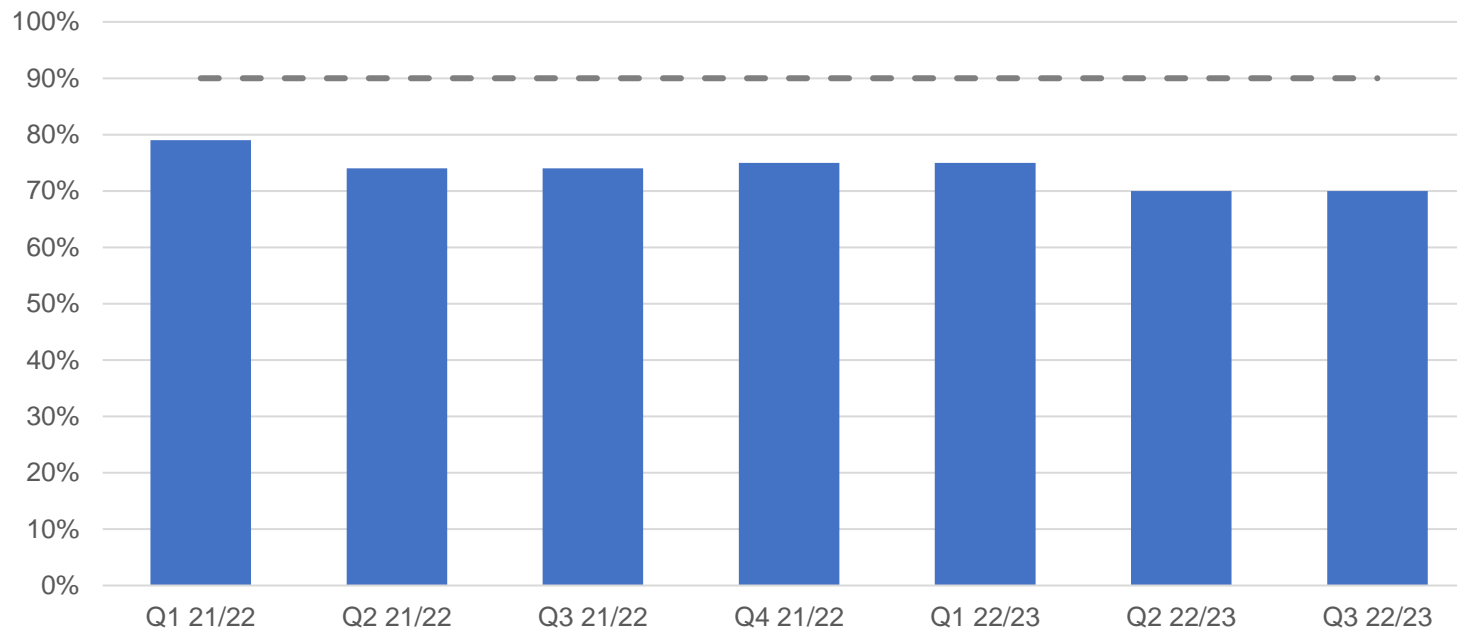
Commentary:

In Quarter 4, Adult Social Care and Health (ASCH) reduced the proportion of people making contact again following a previous contact within the previous 3 months. At 7% this Key Performance Indicator (KPI) remains RAG Rated Green.

Quarter 4 saw an increase in the volume of contacts received at over 46,000, up from 41,000 the previous quarter.

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

RED
↔



Technical Notes:

Target set at 90% (dotted line) Floor Threshold of 80% for 22/23

Please note this measure runs a quarter in arrears to account for the 28 days.

The Direction of Travel is not significant.

Commentary:

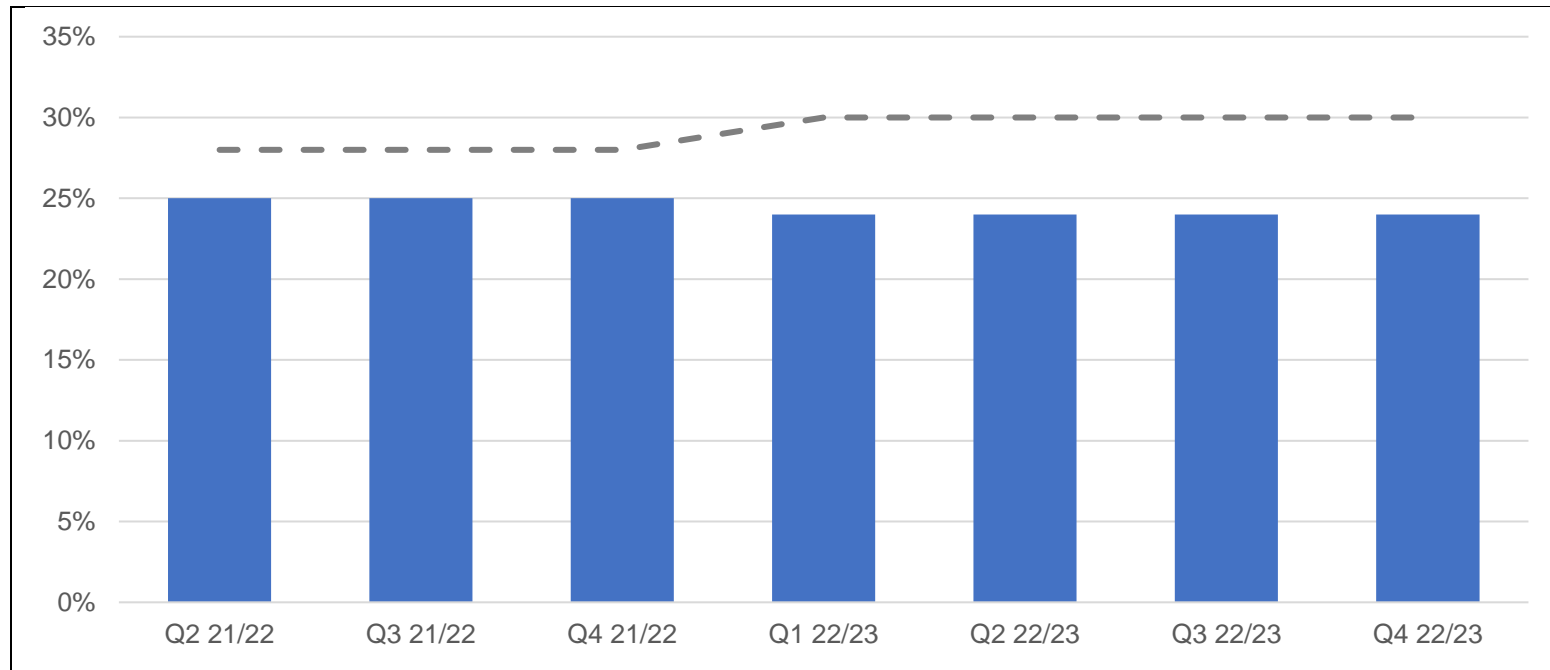
In Quarter 3, there were over 3,900 new Care Needs Assessments (CNA to be undertaken, with over 2,700 completed within 28 days, maintaining 70%.

Whilst performance on this measure has not increased for Quarter 3, in general there was a 6% decrease in the number of Care Needs Assessments (including re-assessments) incoming compared to Quarter 2, a 5% increase in the number of Care Needs Assessments completed (at over 5,000) and we ended that quarter with 13% fewer people with their Care Needs Assessment in progress.

There were variances across the ASCH areas, with North Kent having the lowest proportion at 63% and Thanet and South Kent Coast and West Kent both at 74%. Those completed for Countywide services was at 81%.

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%

Does not include Learning Disability clients aged 18-25 with CYPE.

The Direction of Travel is not significant.

Please note axis does not end at 100.

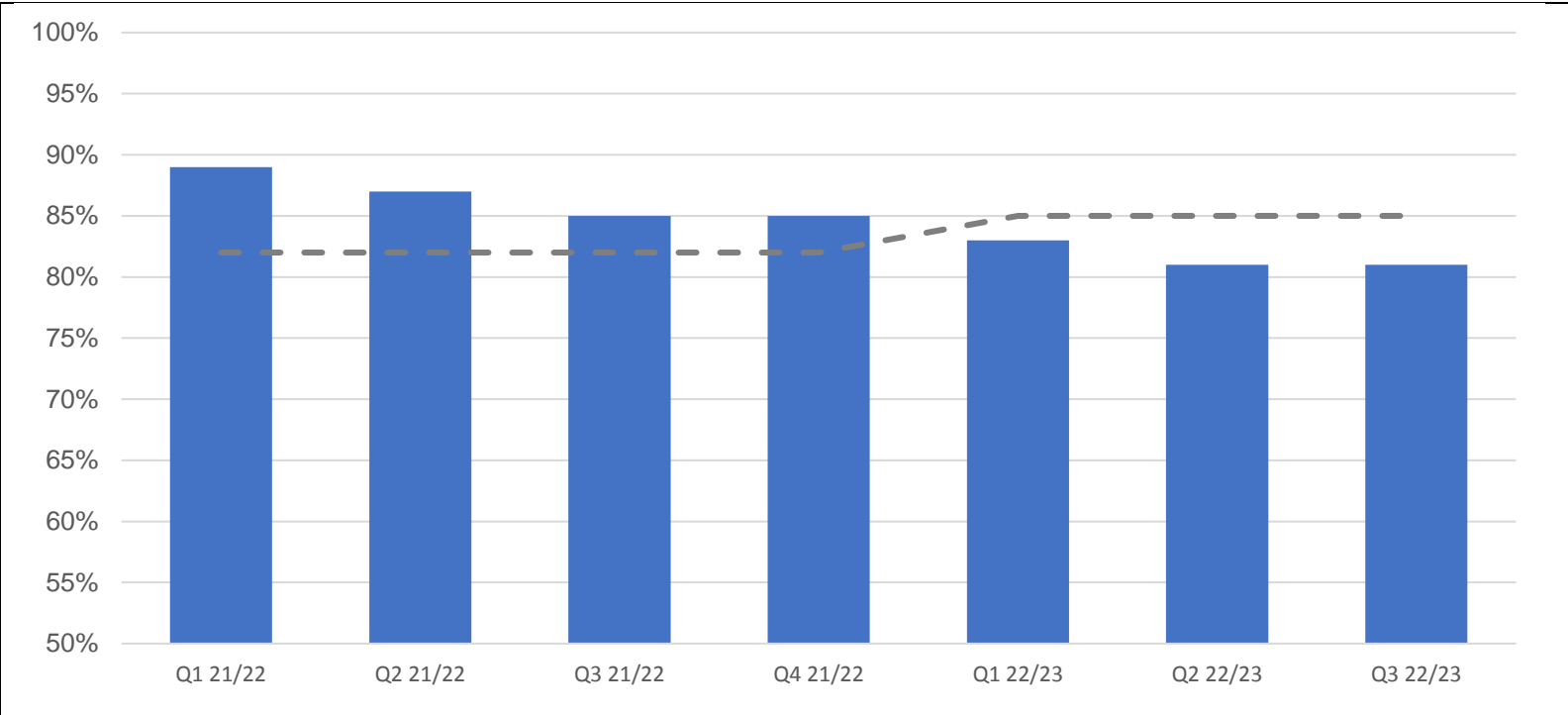
Commentary:

ASCH continue to have 24% of those with community services with a Direct Payment. As with previous quarters, we continue to see new people receiving a Direct Payment, with the number increasing each quarter in 2022/23.

The promotion and use of Direct Payments continues to be a priority both at Kent County Council and Nationally and continues as a national reported measure in the 2023/24 new Adult Social Care Outcomes Framework.

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 22/23

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

The Direction of Travel is not significant.

Please note axis does not start at 0.

Better Care Fund Measure

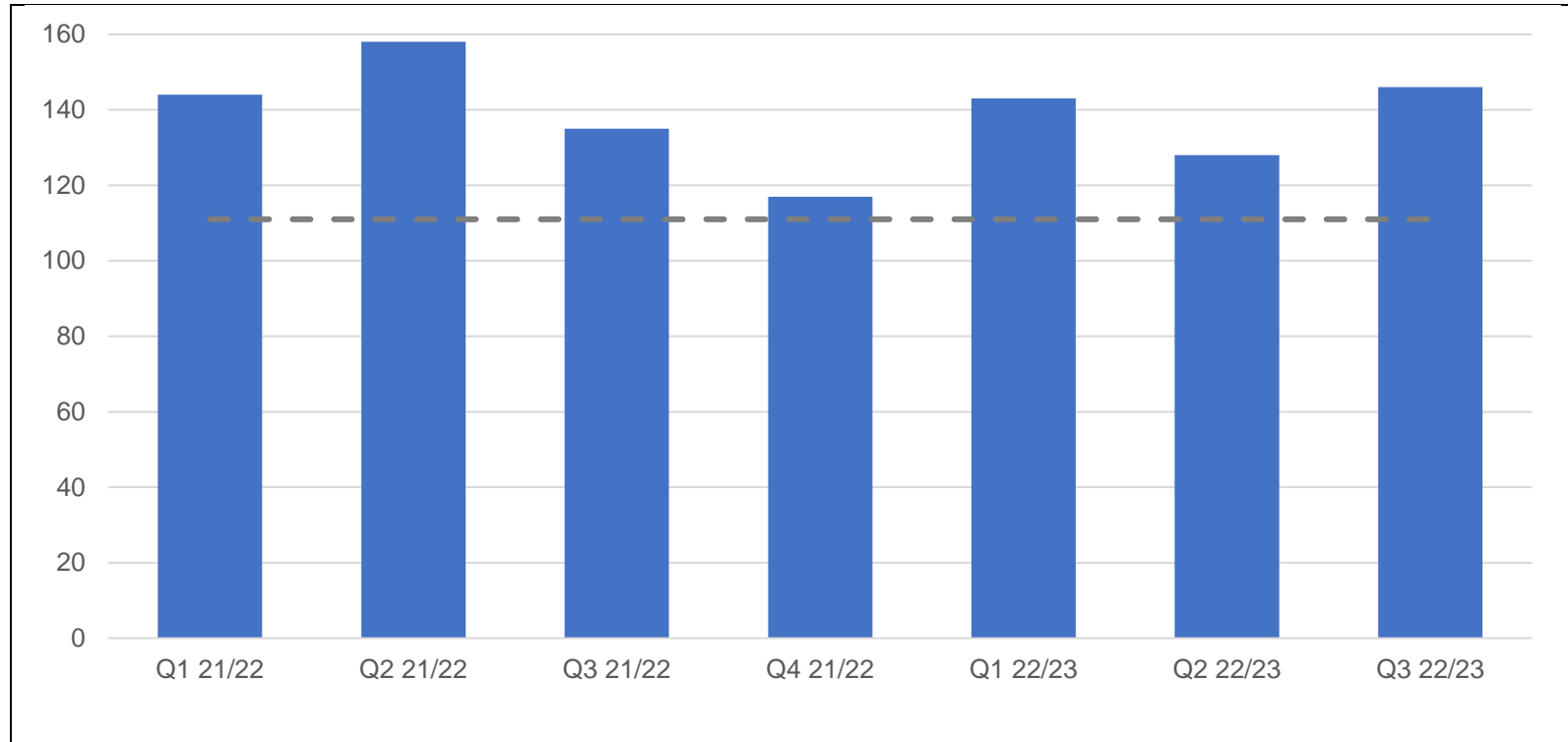
Commentary:

ASCH continue to see fewer people at home 91 days after discharge from hospital having had reablement services, however delivery for Quarter 3 has maintained at 81% for Quarter 3.

Taking a five-year age banding, a normal distribution graph was seen, with those aged 65-69 at 67%, up to those aged 80-84 at 84% down to 80% for those aged 95-99 years old. This showed that for Q3 there was no negative correlation between being older and not being at home.

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

RED
↓



Technical Notes:

Target set at 111 (dotted line) with an upper threshold of 138.

Rate per 100,000 of the population

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

The Direction of Travel is not significant.

Q1 and Q2 2022/23 figures have been updated.

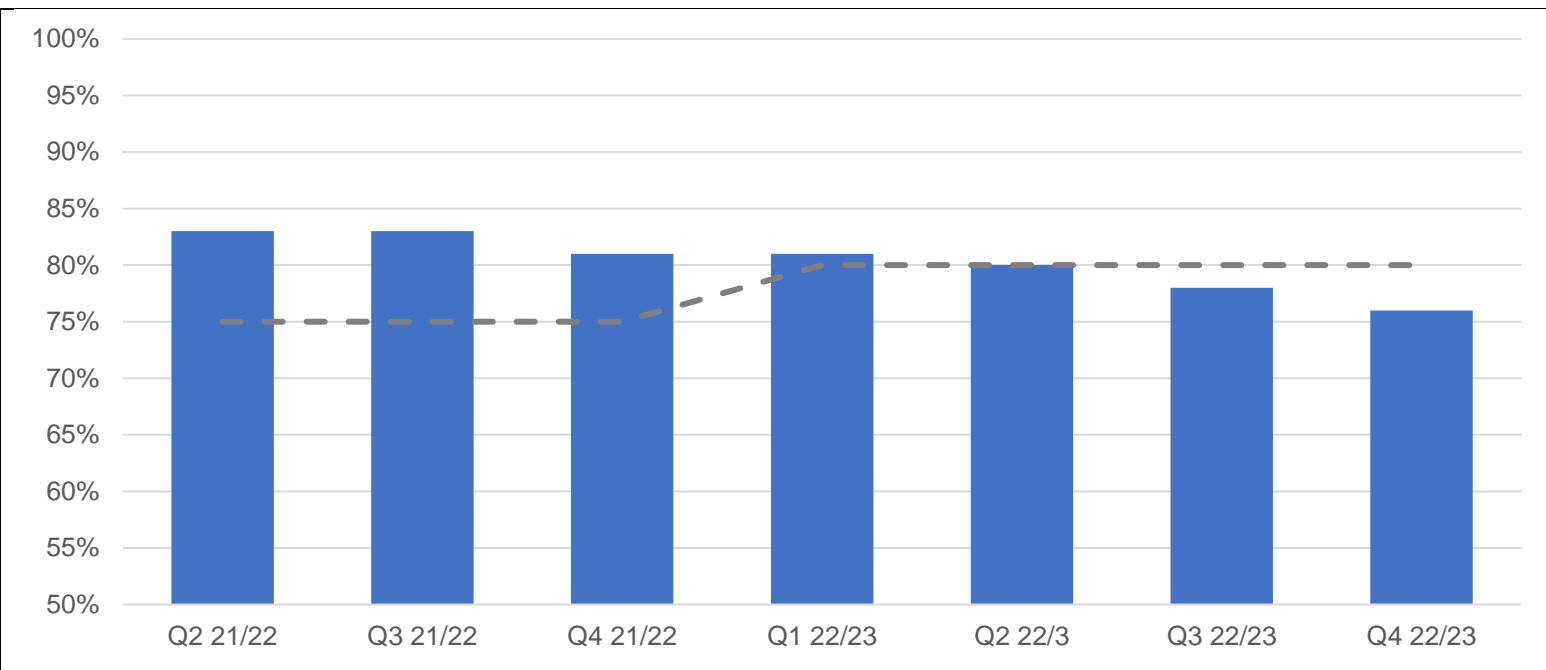
Better Care Fund Measure

Commentary:

Quarter 3 saw an increase in the rate per 100,000 of those aged 65 and over going into long term residential and nursing care homes. Across the ASCH Areas, Ashford and Canterbury were the only area to decrease their rate from Quarter 2, and although they have one of the highest rates, they are on a downward trajectory overall.

ASCH6: The % of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding

AMBER
↓



Technical Notes:

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

The Direction of Travel is significant.

Please note axis does not start at 0.

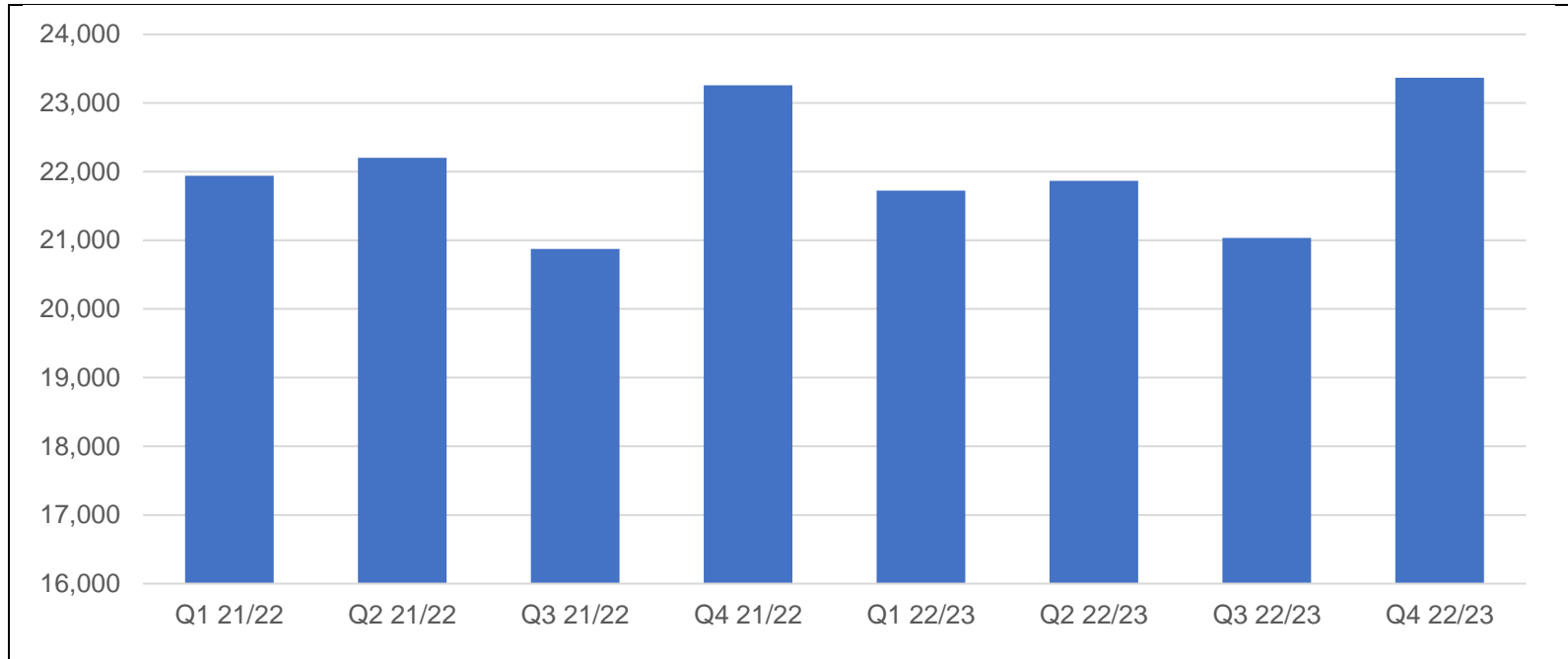
Corporate Risk Register: CRR0015

Commentary:

The proportion of people supported by KCC in residential or nursing homes that were rated either Good or Outstanding by the Care Quality Commission (CQC) continue to decrease. There was no increase in the proportion of those in an Inadequate home (3%), with the movement being from Good (75%) to Requires Improvement (21%). There has also been no decrease in those in an Outstanding home (2%).

KCC continues to work closely with the CQC and providers to improve the levels of quality in the care home market. Locality Commissioners provide advice and support to ensure that effective action plans are in place that respond to identified concerns and monitor these action plans as required. At present, eleven care homes (four older person and seven learning disability, physical disability and mental health) have contract suspensions in place to prevent further placements whilst improvements are being made. This is a decrease of five homes on Quarter 3.

ASCH7: The number of people making contact with ASCH



Technical Notes:

Activity measure, no specified target

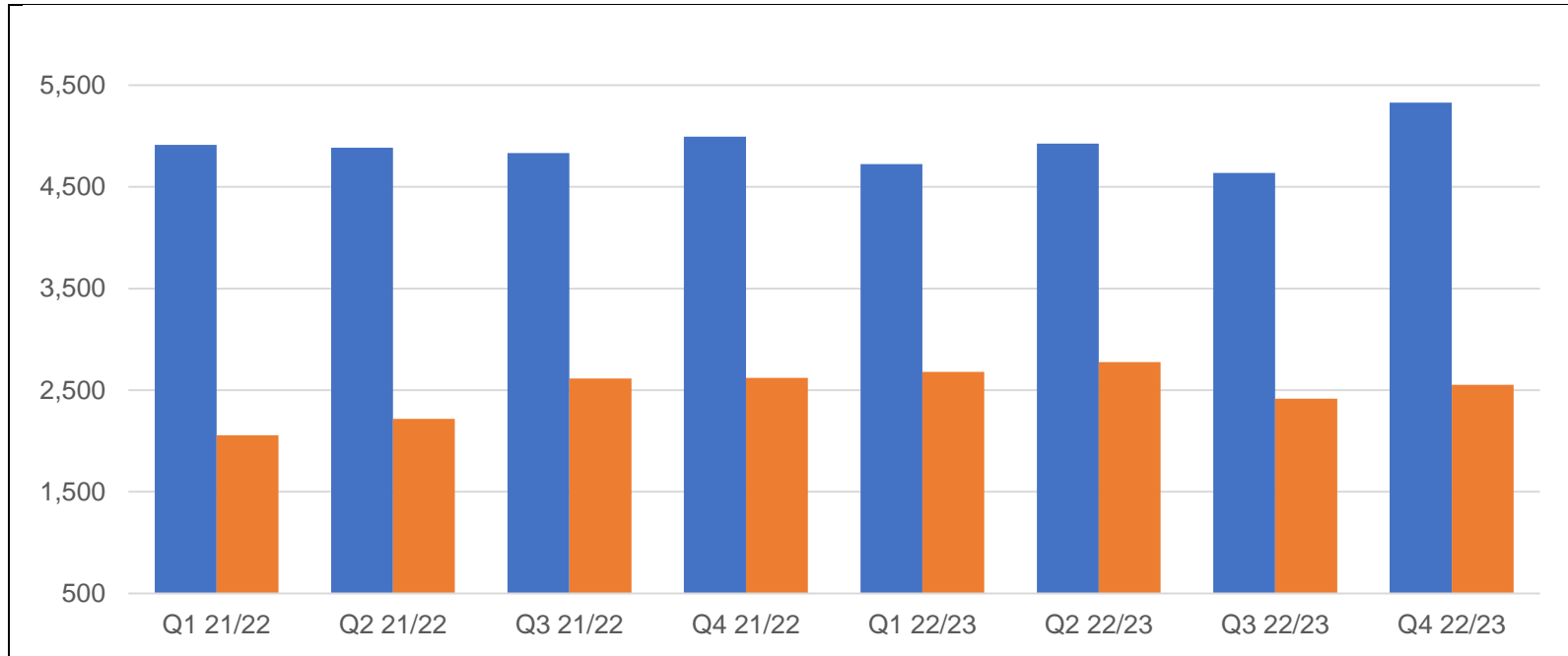
Includes all forms of contact.

Please note axis does not start at 0

Commentary:

Quarter 4 saw the highest volume of contacts with ASCH at over 23,300; traditionally Quarter 4 of each year ASCH sees the most contact activity. This increase from Quarter 3 is reflected across all ASCH Areas.

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.

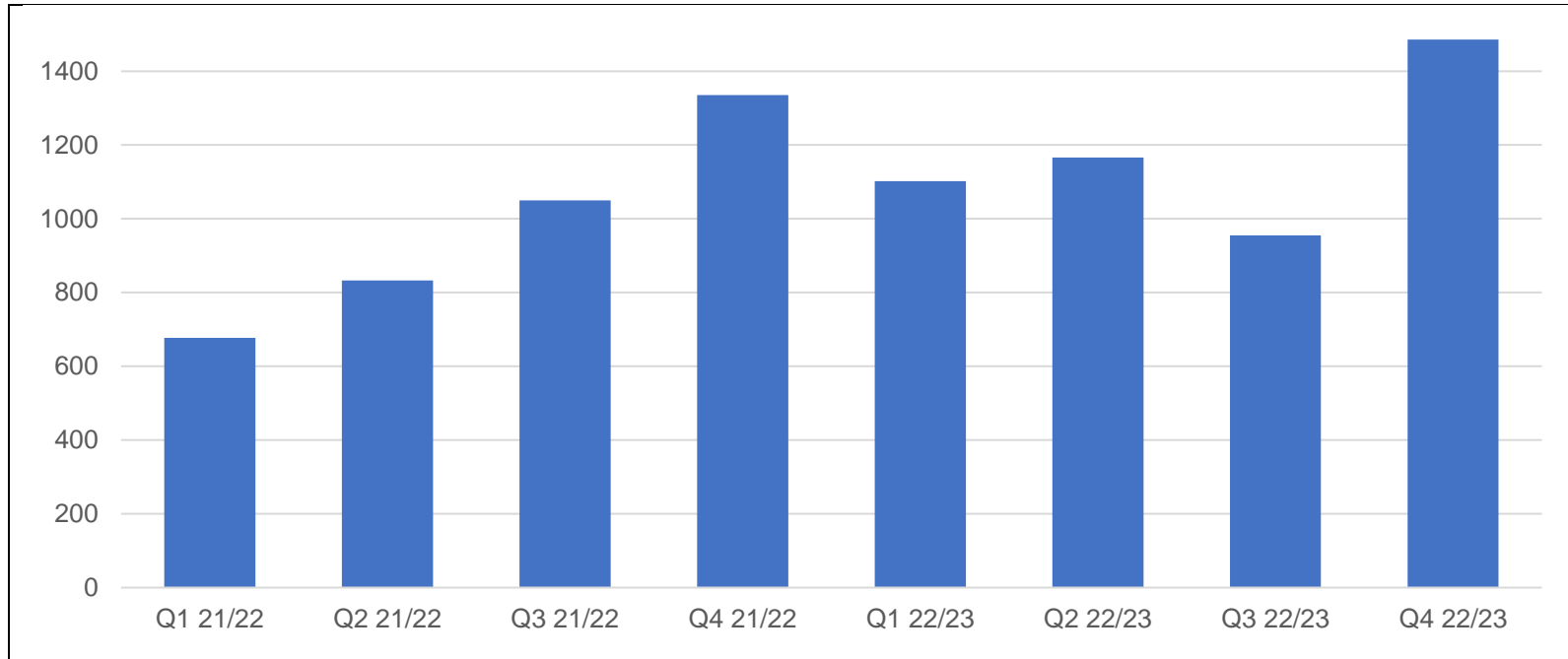
Corporate Risk Register:
CRR0002

Commentary:

In Quarter 4 ASCH received the highest volume of Care Needs Assessments to be undertaken in the last 2 years, at over 5,300, this was a 15% increase on the previous quarter.

Whilst there was a 6% increase of those requiring their Care Needs Assessment on the last day of the quarter, ASCH completed the highest volume of Care Needs Assessments in Quarter 4, with over 5,170 completed, a 3% increase on Quarter 3 and a 4% increase on the same period last year. This was the highest volume of completions in the last 18 months.

ASCH9: The number of new Carers assessments delivered



Technical Notes:

Activity measure,
no specified target

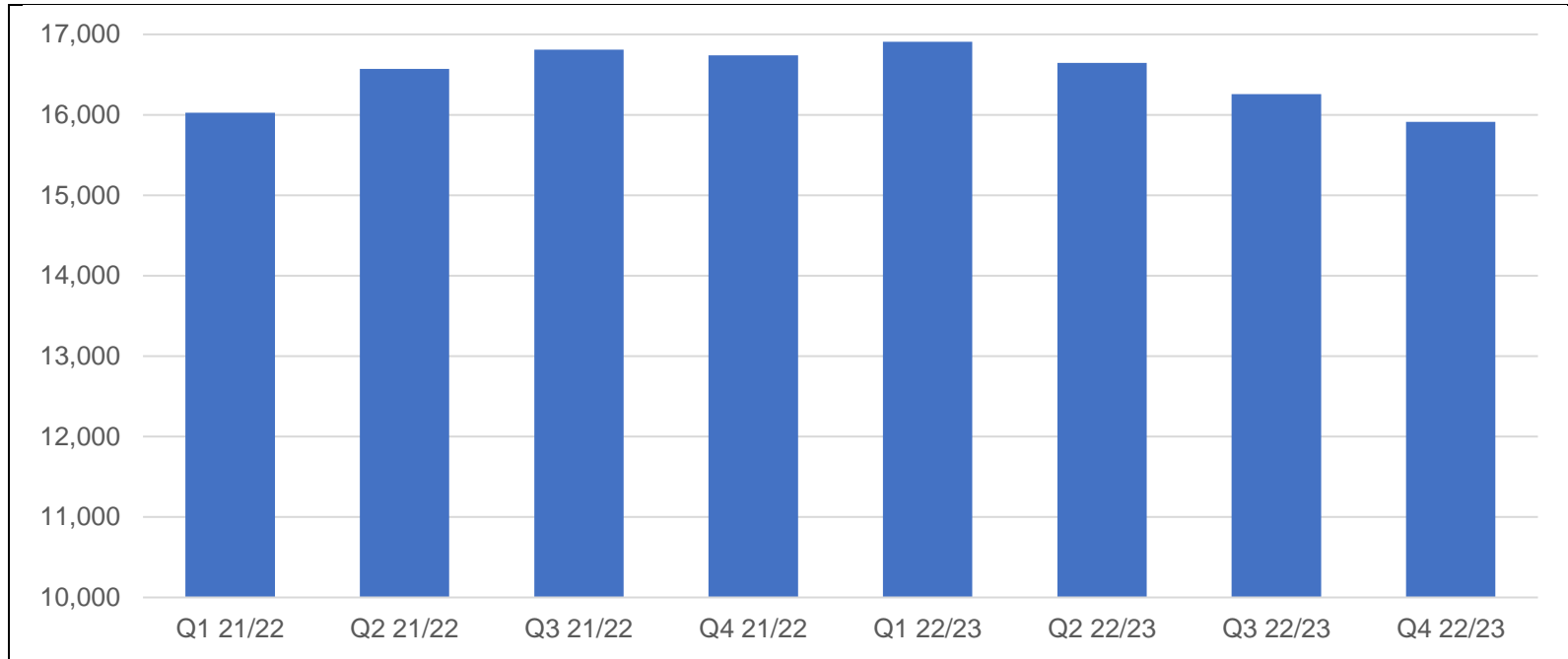
Corporate Risk
Register:
CRR0015

Commentary:

Work between Commissioning, ASCH Performance and the Carers Organisations has increased the flow of information between the Carers Organisations and KCC and has given the organisations more transparency over the work they are doing and how it fits into wider ASCH.

Part of the increase in Carers Assessments delivered is due to improvements in data quality following the work between the partners mentioned above, alongside the increase due to more transparency and understanding.

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



Technical Notes:

Activity measure, no specified target

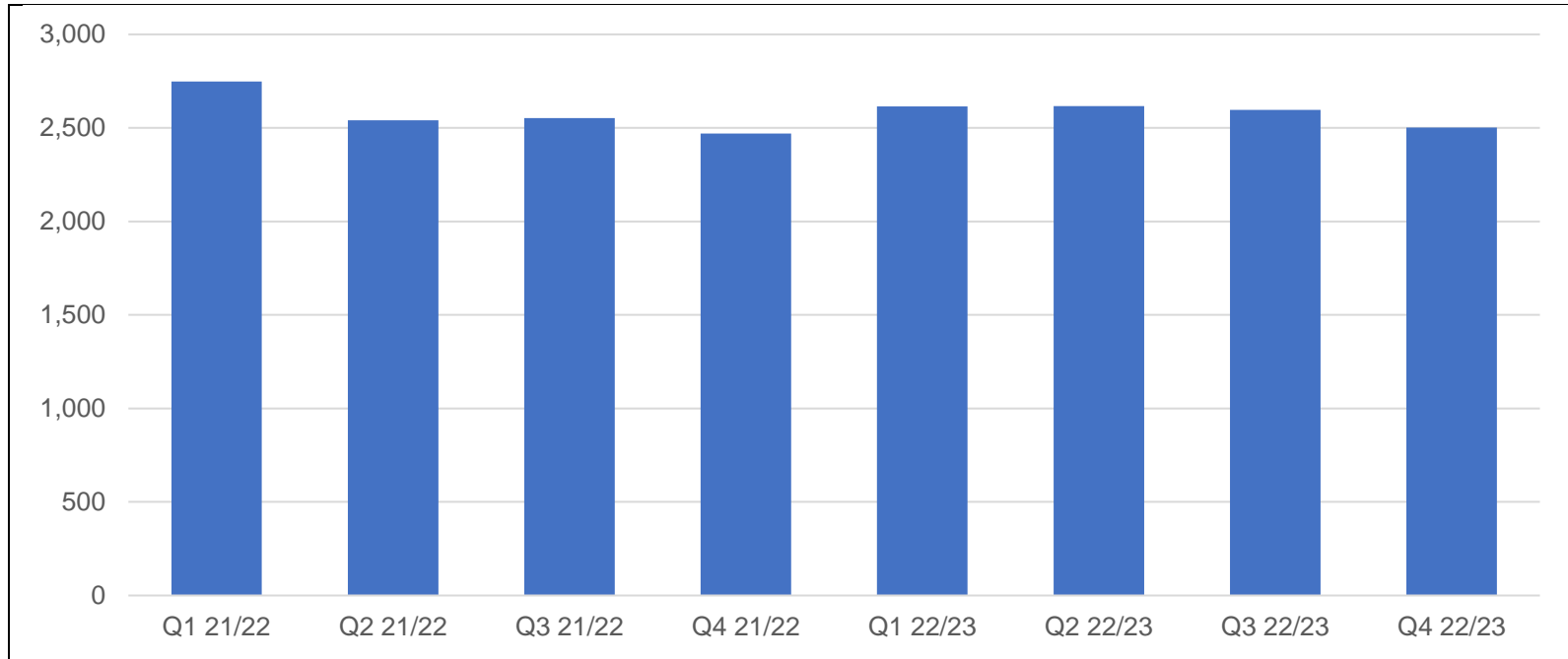
Please note axis does not start at 0.

Q1 to Q3 2022/23 figures have been updated.

Commentary:

Although there have been quarterly decreases of 2% in 2022/23, there are still high numbers of people being supported by ASCH with an active Care & Support Plan.

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



Technical Notes:

Activity measure, no specified target

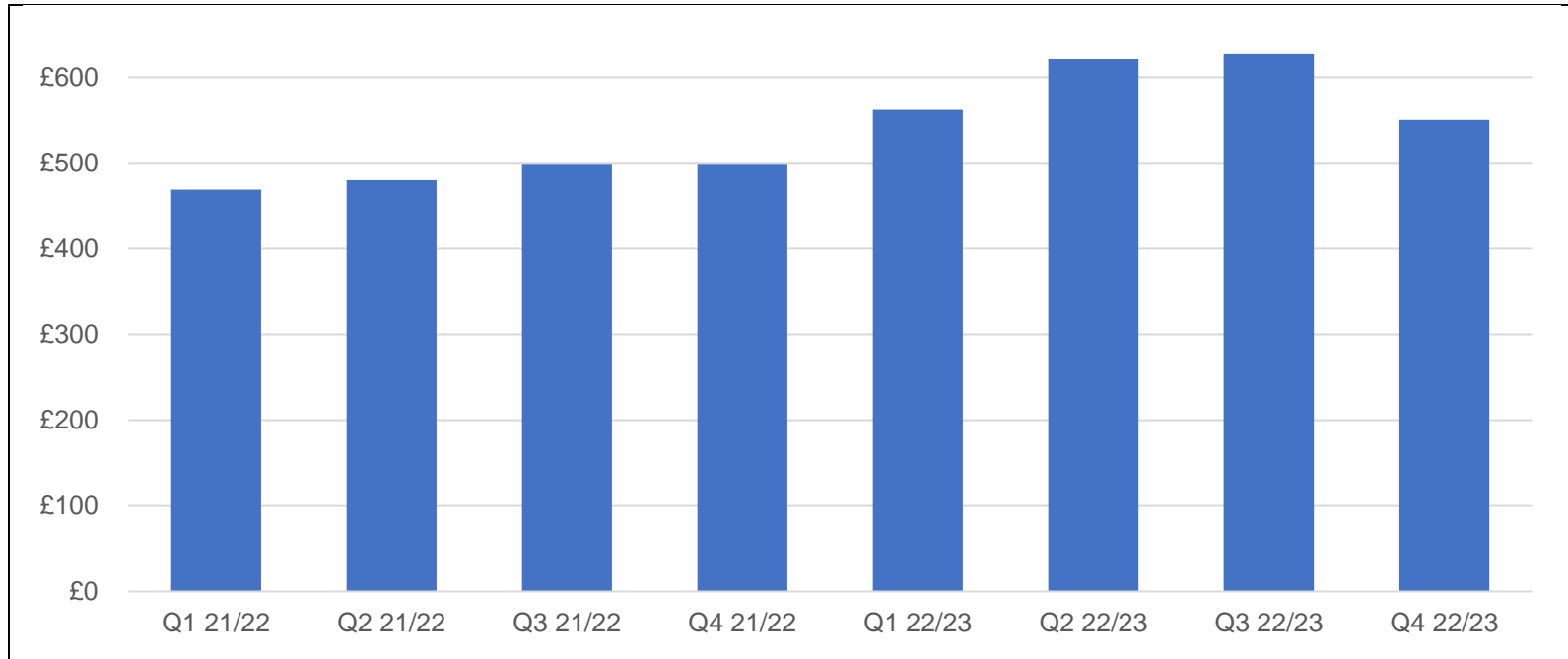
Corporate Risk Register:
CRR0002 & CRR0015

Q1 to Q3 2022/23 figures have been updated.

Commentary:

Each quarter the figures are updated as new packages are placed onto the adult social care client recording system (Mosaic) there can be a time-lag in updating the client recording system, and we expect Quarter 4 to increase on the 2,500 presented here; we are monitoring whether the lower volume of packages arranged in Quarter 4 each year is a seasonal trend.

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

Please note axis does not start at 0.

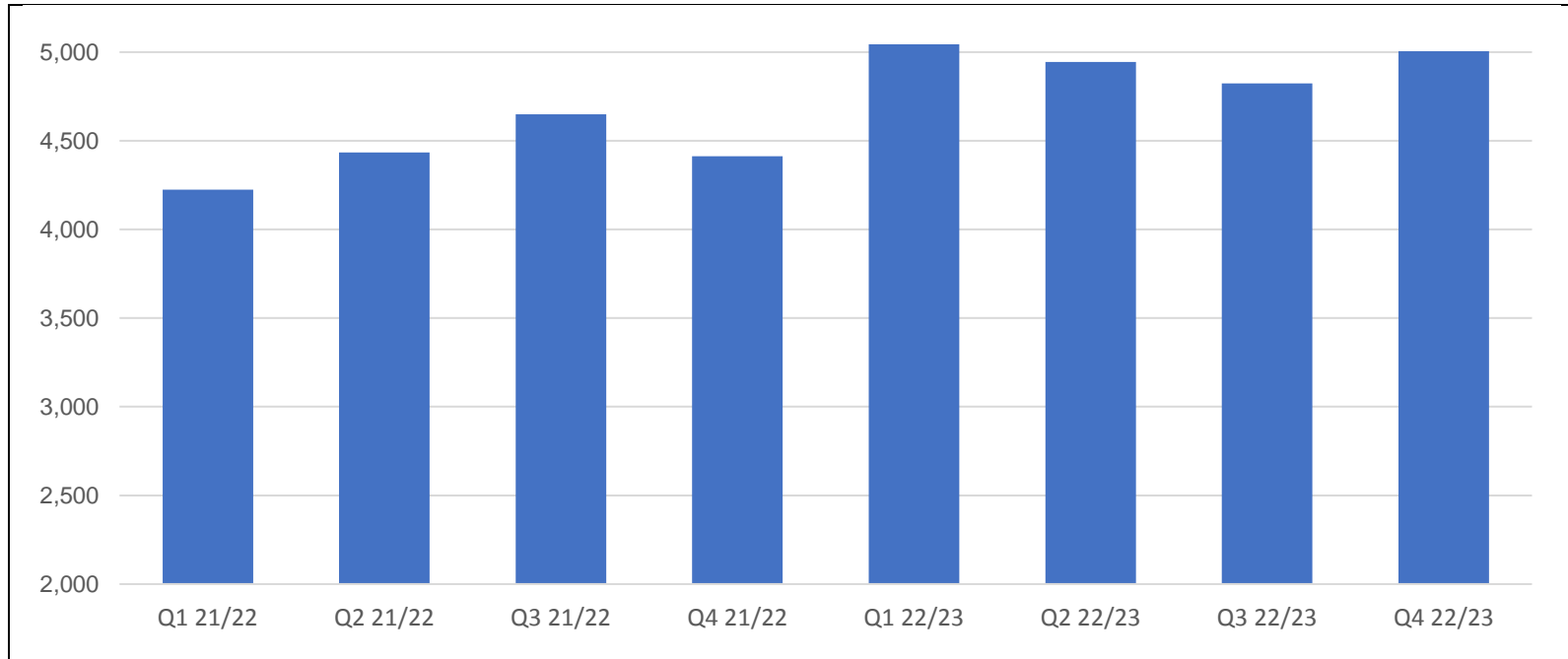
Q1 to Q3 2022/23 figures have been updated.

Commentary:

Quarter 4 saw a decrease in the average cost of new support packages being arranged, although we expect this to increase as information is updated and placed onto the client recording system (with ASCH11).

Currently there are decreases in the average cost of a package for Day Care and Direct Payments as well as a smaller decrease for Supporting Independence Services/Supported Living packages.

ASCH13: The number of people requiring an annual review to be completed on the last day of the quarter



Technical Notes:

Activity measure, no specified target

Please note axis does not start at 0.

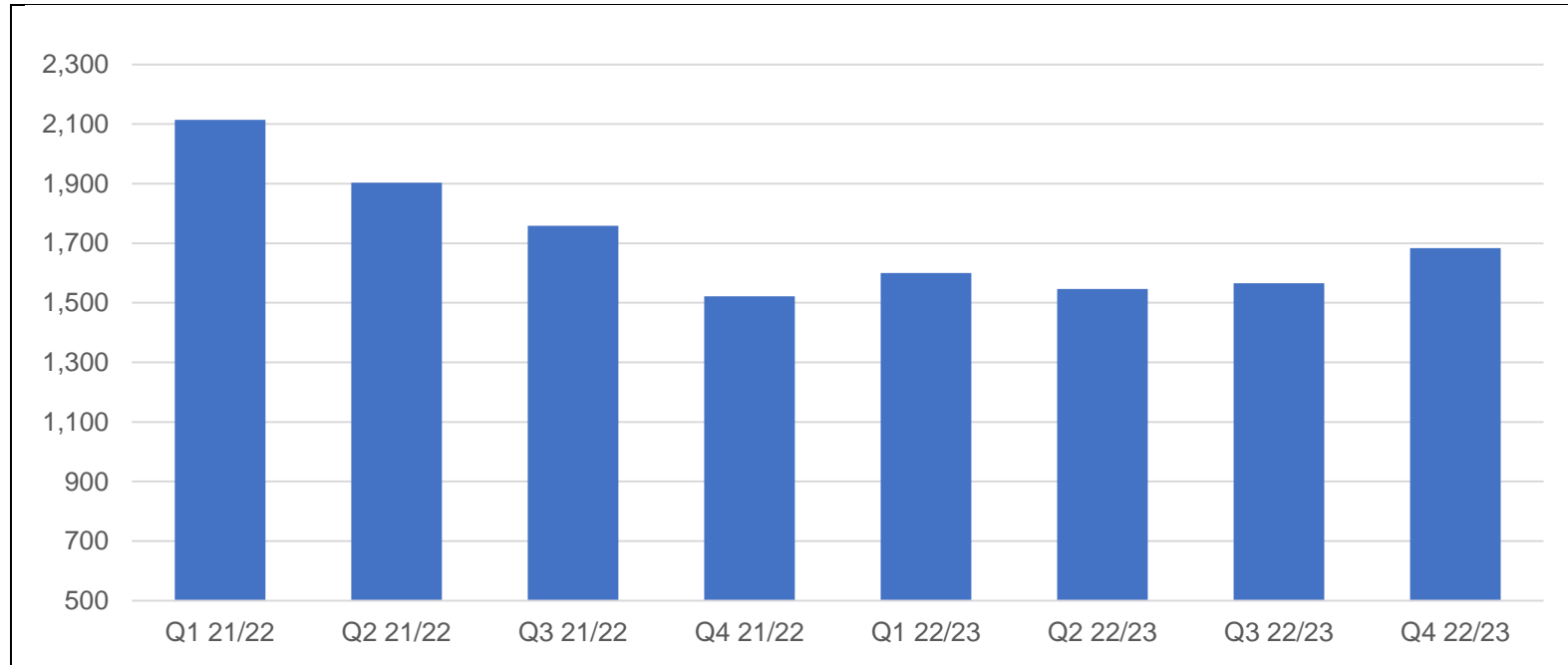
Corporate Risk Register:
CRR0002

Commentary:

There were over 3,200 annual reviews of the Care & Support Plan (also known as ongoing reviews) completed in Quarter 4, which is the same volume as in Quarter 3, and at similar levels to each quarter of 2022/23. In total, 12,886 annual reviews were completed in 2022/23.

The higher number of people requiring an annual review compared to Quarter 3 was due to an increased number of people in March whose review became due.

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)

Please note axis does not start at 0.

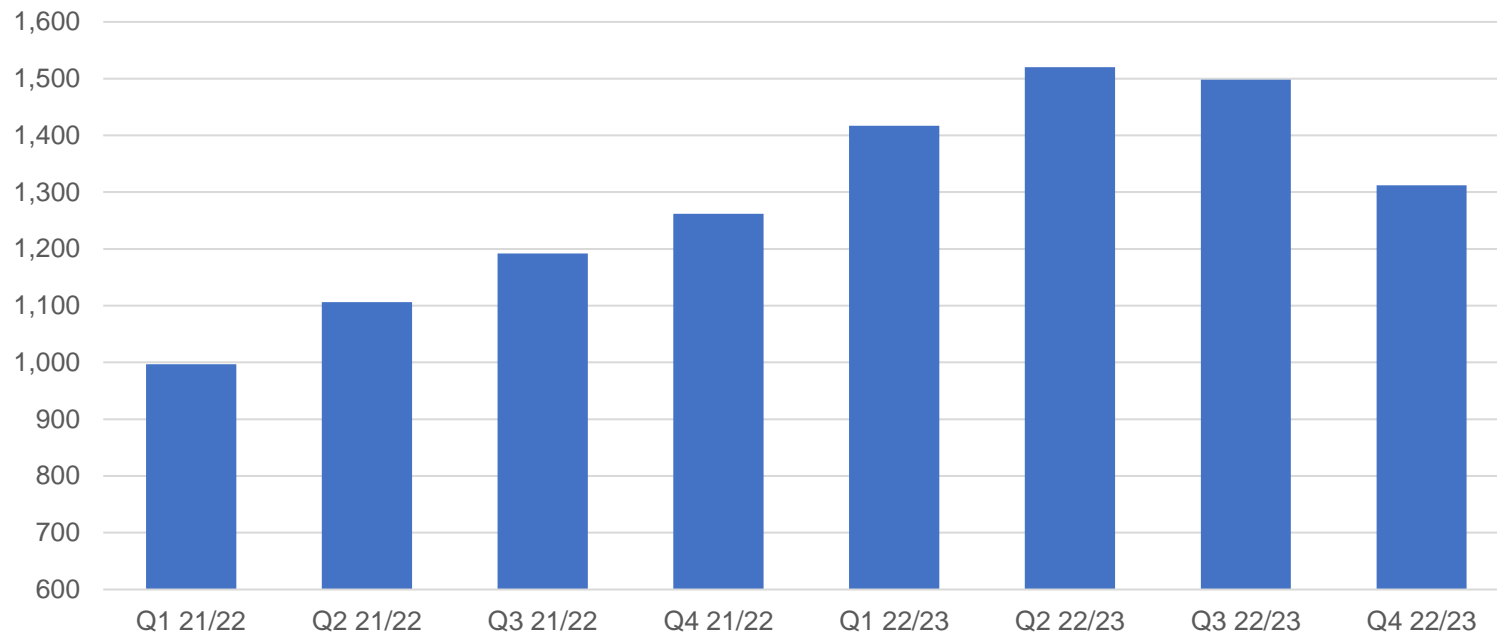
Q1 to Q3 2022/23 figures have been updated.

Commentary:

Kent Enablement at Home (KeaH) saw an increase in Quarter 4 of people in receipt of their service, at over 1,680, and this is the highest volume of people seen in a quarter for over 12 months.

The number of people remaining with KEaH when they are ready to leave, having completed the enablement service is decreasing, particularly in West and North Kent. With a successful recruitment campaign, these 2 actions are creating additional capacity within the service, allowing more people to receive the enablement opportunity.

ASCH15: The number of people in Short Term Beds



Technical Notes:

Activity measure, no specified target

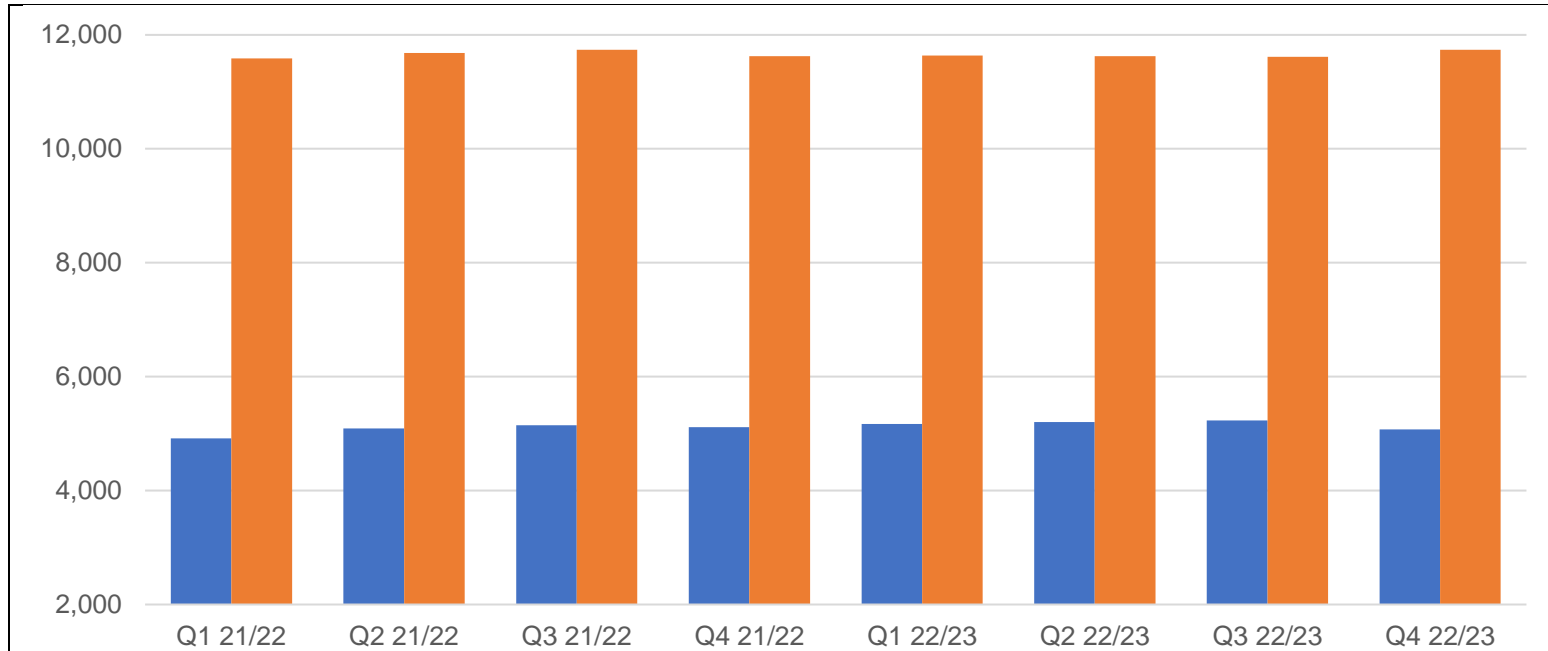
Please note axis does not start at 0.

Q1 to Q3 2022/23 figures have been updated.

Commentary:

There has been a decrease in the use of Short-Term Beds in Quarter 4, this decrease was seen across all ASCH Areas. There has been targeted work by ASCH to ensure that Short-Term Bed use is necessary and appropriate, and that that the people in them are assessed, reviewed, and enabled to go home or on to community services as needed, in a timely manner.

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

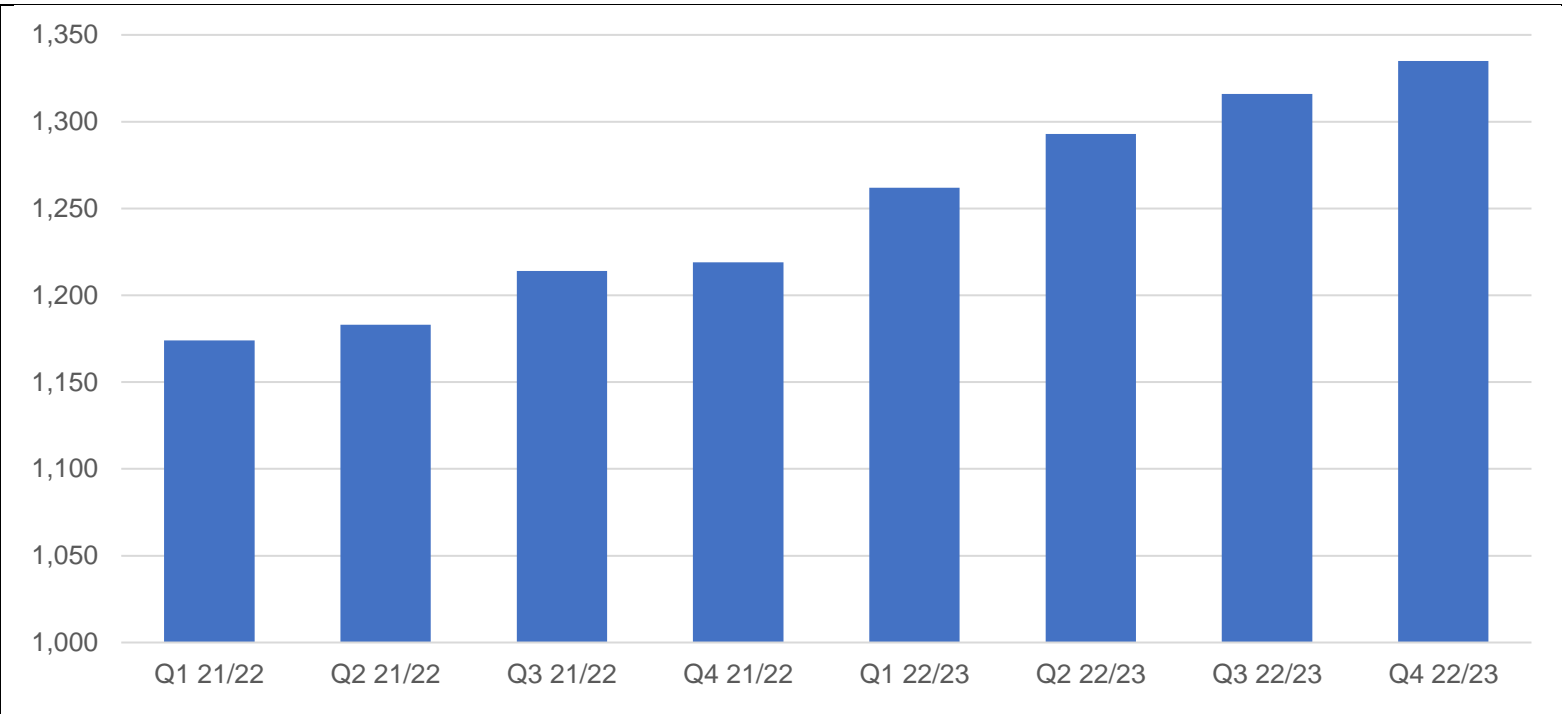
Q1 to Q3 2022/23 figures have been updated.

Commentary:

ASCH saw an increase in the number of people in community services, there was a noticeable increase of those having Homecare. There are now over 5,000 people in receipt of this community service. There are also ongoing increases in those with Supporting Independence Services/Supported Living and Shared Lives.

There was a small decrease of those in Long Term Residential or nursing services, where we saw more ends than starts, even with the increased volume of new starts in Quarter 4.

ASCH17: The number of people accessing ASCH Services who have a Mental Health need



Technical Notes:

Activity measure, no specified target

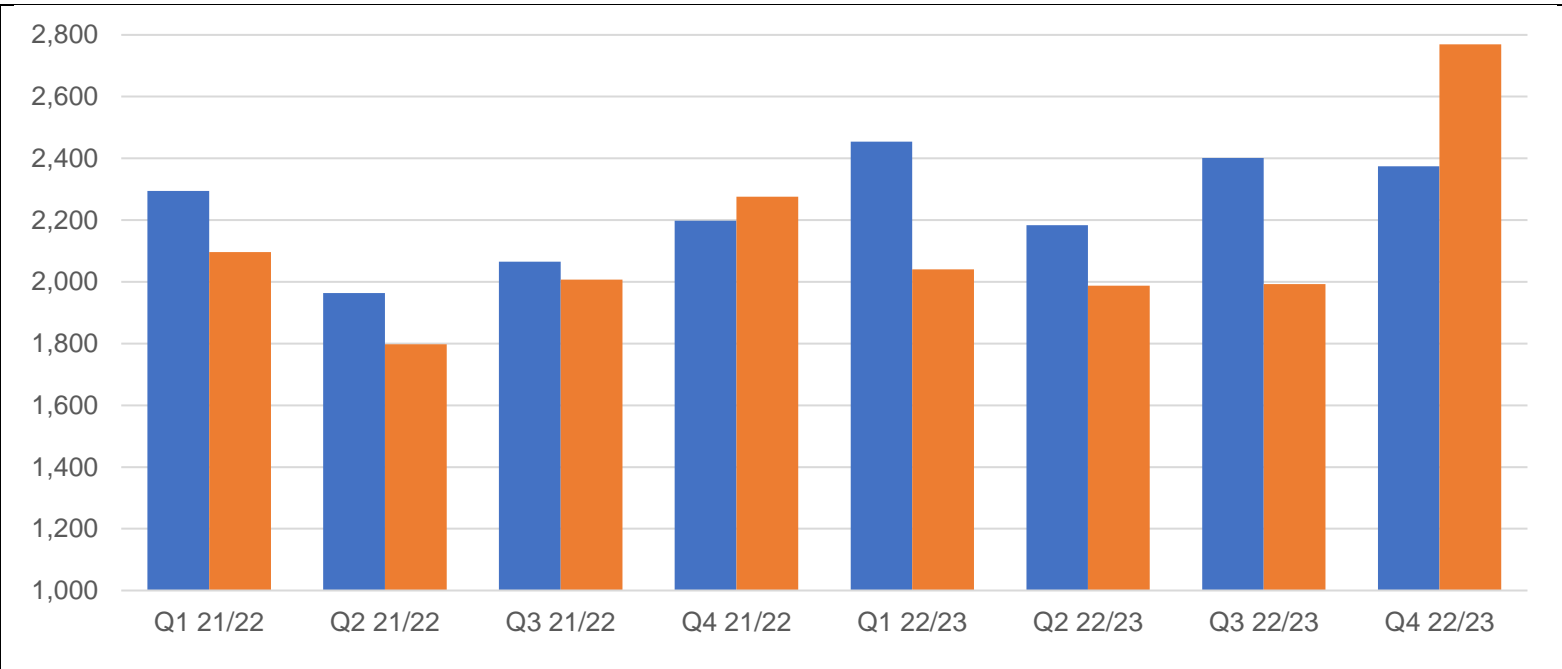
Please note axis does not start at 0

Q1 to Q3 2022/23 figures have been updated.

Commentary:

ASCH continue to see increasing numbers of people with a Mental Health need accessing services, with over 1,330 in Quarter 4. Supporting Independence Services/Supported Living remains the most prevalent service.

ASCH18: Number of DoLS applications received and completed



Technical Notes:

Activity measure, no specified target

Please note axis does not start at 0.

Corporate Risk Register: CRR0002

Blue – applications received.

Orange – Applications completed.

Q1 to Q3 2022/23 figures have been updated

Commentary:

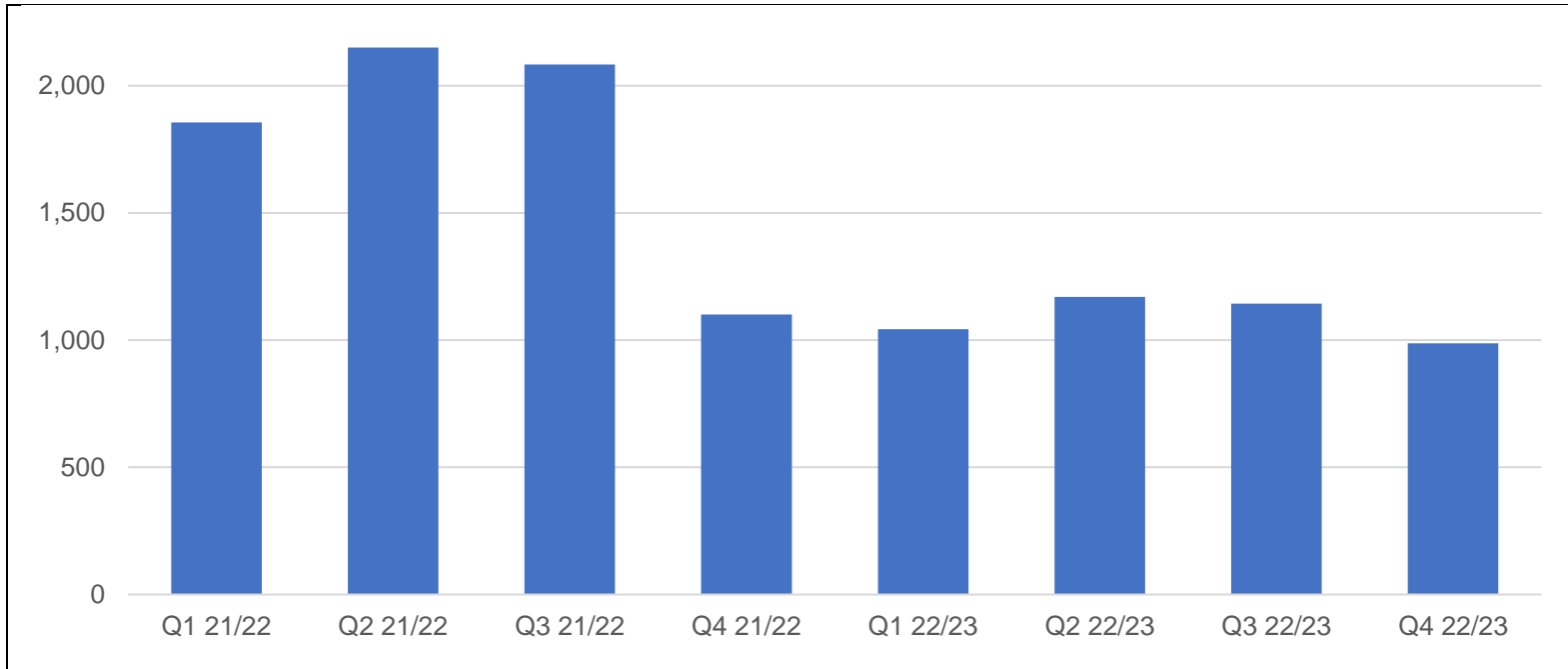
There was a similar number of DoLS applications received in Quarter 4, with 72% Urgent. The DoLS Team completed the highest volumes of DoLS assessments in Quarter 4 compared to any of the quarter, with 2,769 completed. This was a 39% increase on Quarter 3.

For the whole of 2023/24, there were 9,412 applications received, and 8,789 completed.

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

Technical Notes:

Activity measure,
no specified target



Commentary:

ASCH reduced the number of safeguarding enquiries open on the last day of the quarter to below 1,000. Work by the teams in preparation for the new Locality Model and ASCH Performance Assurance contributed to this decrease through a series of targeted actions.