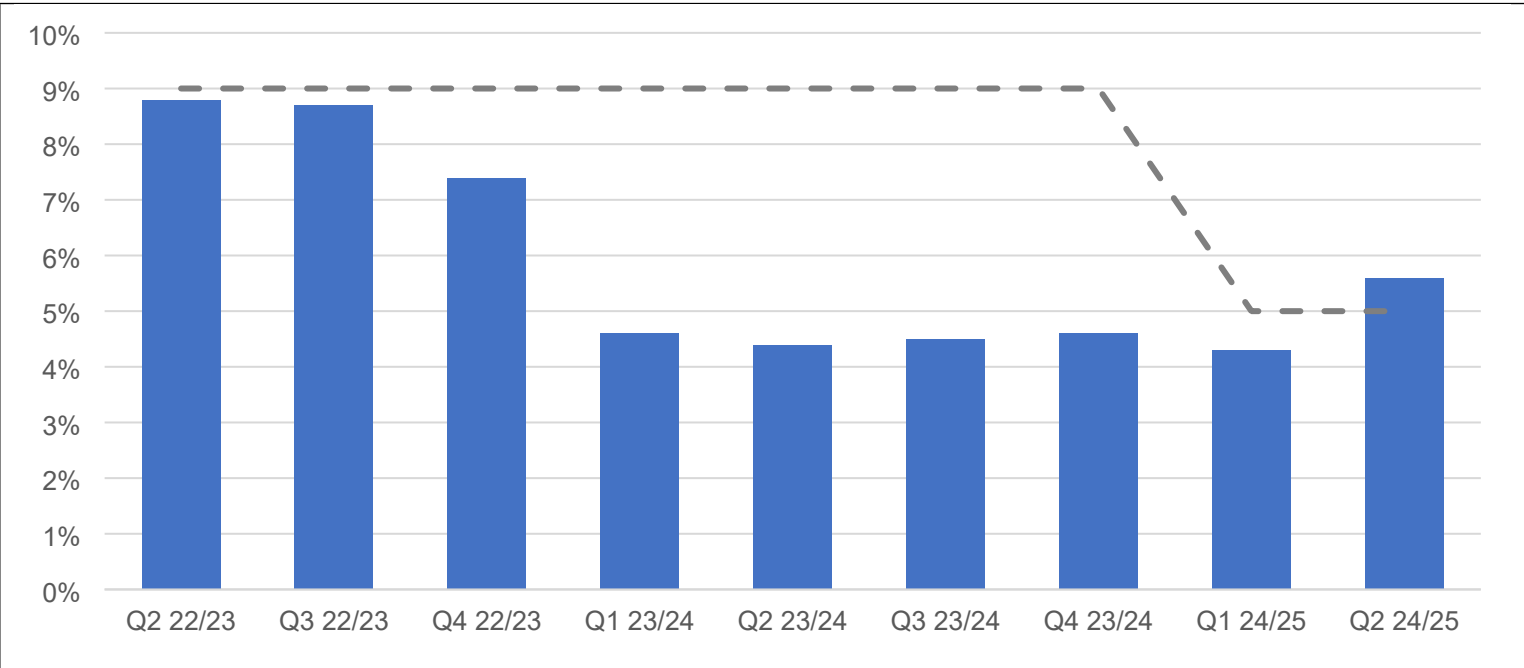


Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2024/25

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.

AMBER



Technical Notes:

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

The overall Direction of Travel is not significant.

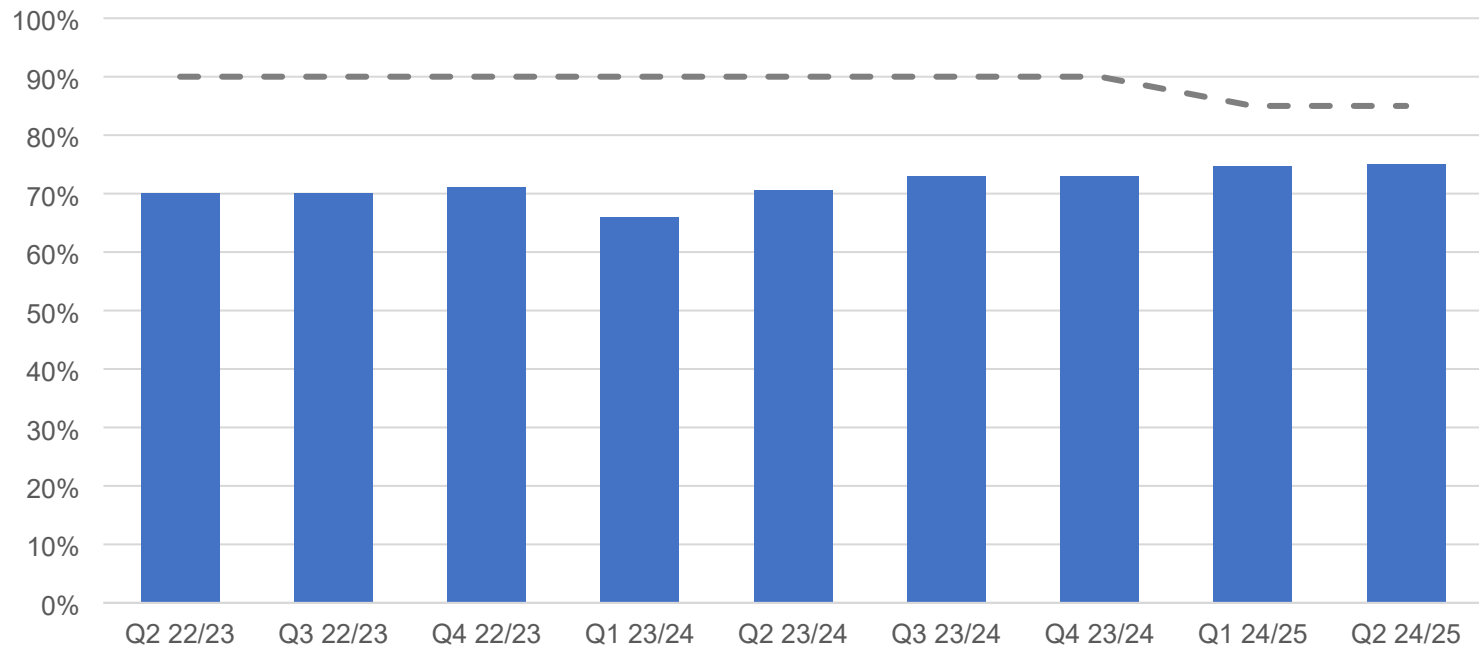
Please note axis does not end at 100%

Commentary:

This measure has now moved above target and is RAG rated Amber from Green, with 6% of people making contact again within 3 months of initial contact in Quarter 2. Adult social care continue to promote the use of digital technology, and a prevention and therapy first approach. The aim of the Adult Social Care Connect service is to ensure people are directed to the right support in their own communities. Adult social care encourage the use of equipment, technology and access to short term services including community micro enterprises.

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 significant.

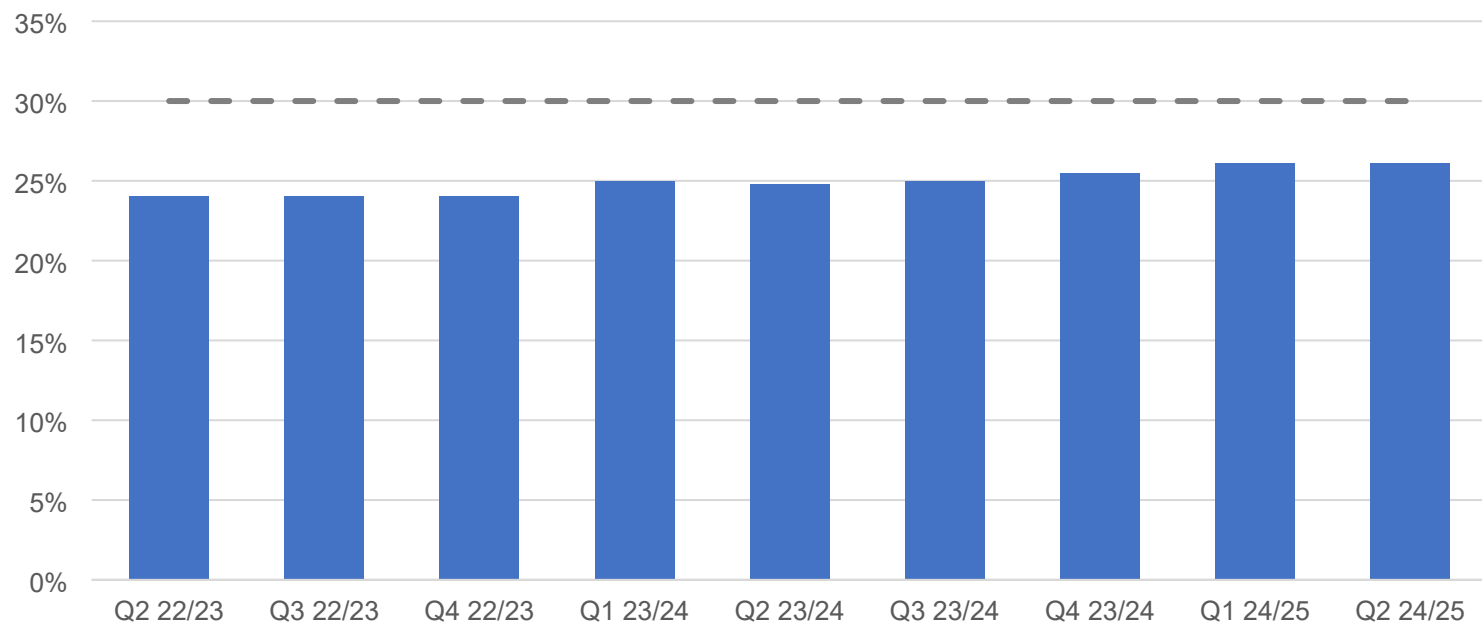
2024/25 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

Commentary:

In Quarter 2, adult social care maintained their timeliness in the completion of new care needs assessments, matching the 75% achieved in Quarter 1. This keeps the measure RAG Rated Amber; meeting the floor threshold of 75%. Compared to the same period of the previous financial year, adult social care in Kent are delivering 4% more assessments with 28 days despite a greater number of incoming assessments for Quarter 2. Ensuring Care Needs Assessments are delivered and in a timely manner for the person remains a priority for adult social care, and forms part of the Performance Assurance Framework.

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%

2024/25 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

The overall Direction of Travel is significant.

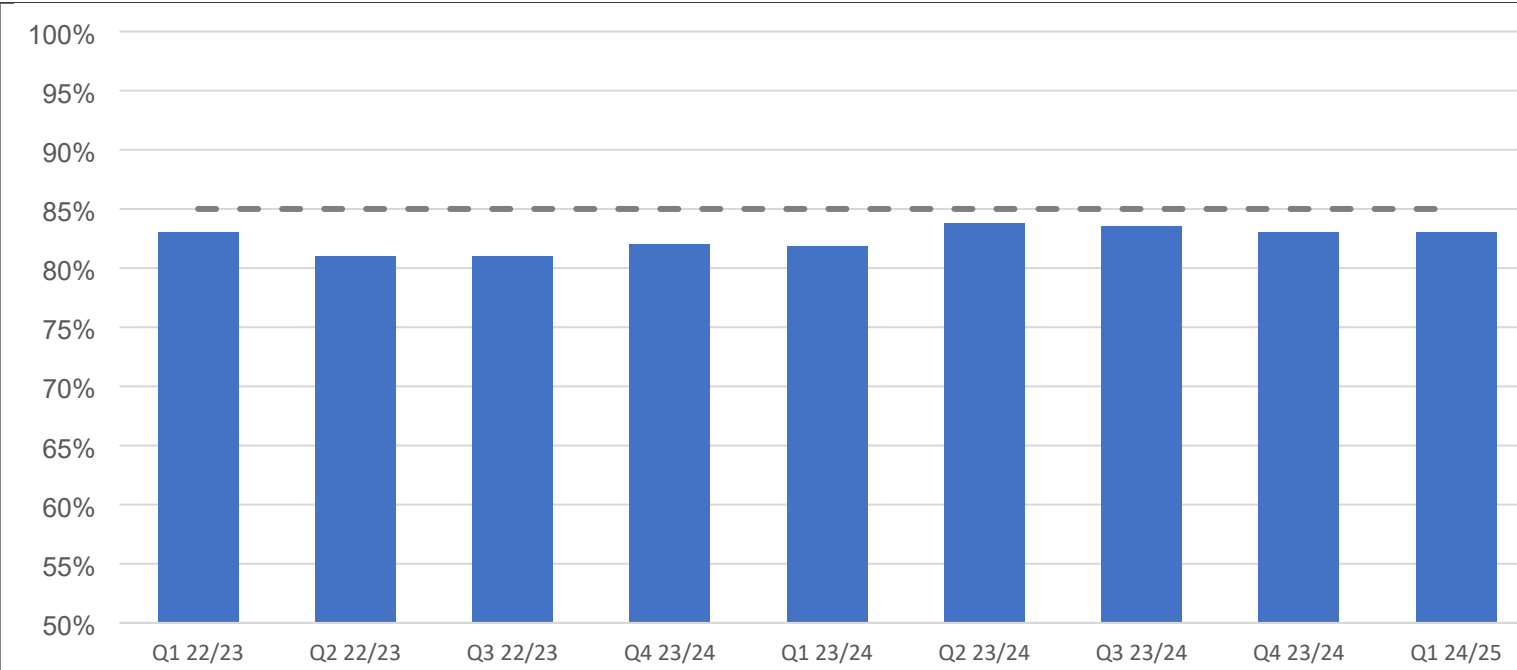
Please note axis does not end at 100.

Commentary:

The percentage of people in receipt of a Direct Payments continues at 26% for the third quarter in a row. With a floor threshold of 24%, the measure remains RAG Rated Amber. With the inclusion of Carers Direct Payments, adult social care are now supporting more people than ever before with a Direct Payment, with activity increasing each month.

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 not significant.

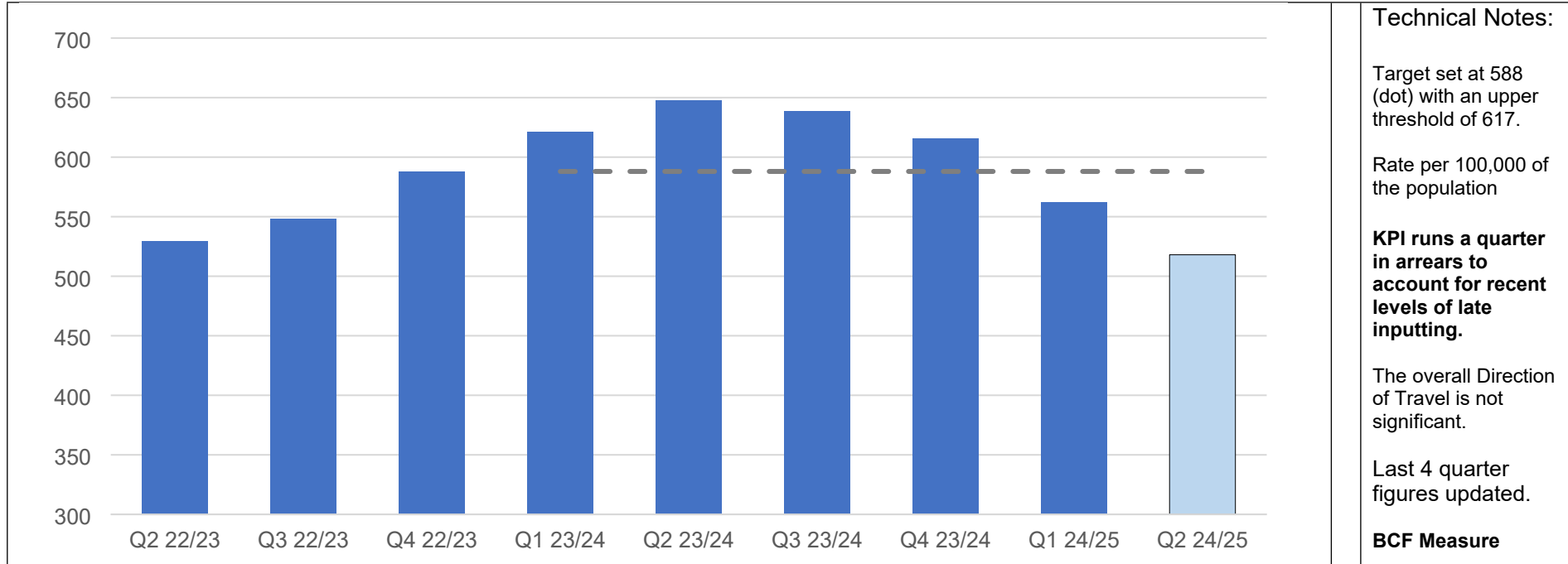
Please note axis does not start at 0.

Commentary:

The proportion of older people still at home after discharge from hospital remains at 83% after a 1% reduction into Quarter 4. In Quarter 1 the proportion is higher for this year when compared to the same time last year and demonstrates the effectiveness of the work carried out supporting people with provisions that meet their needs in their own home.

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

GREEN
↑

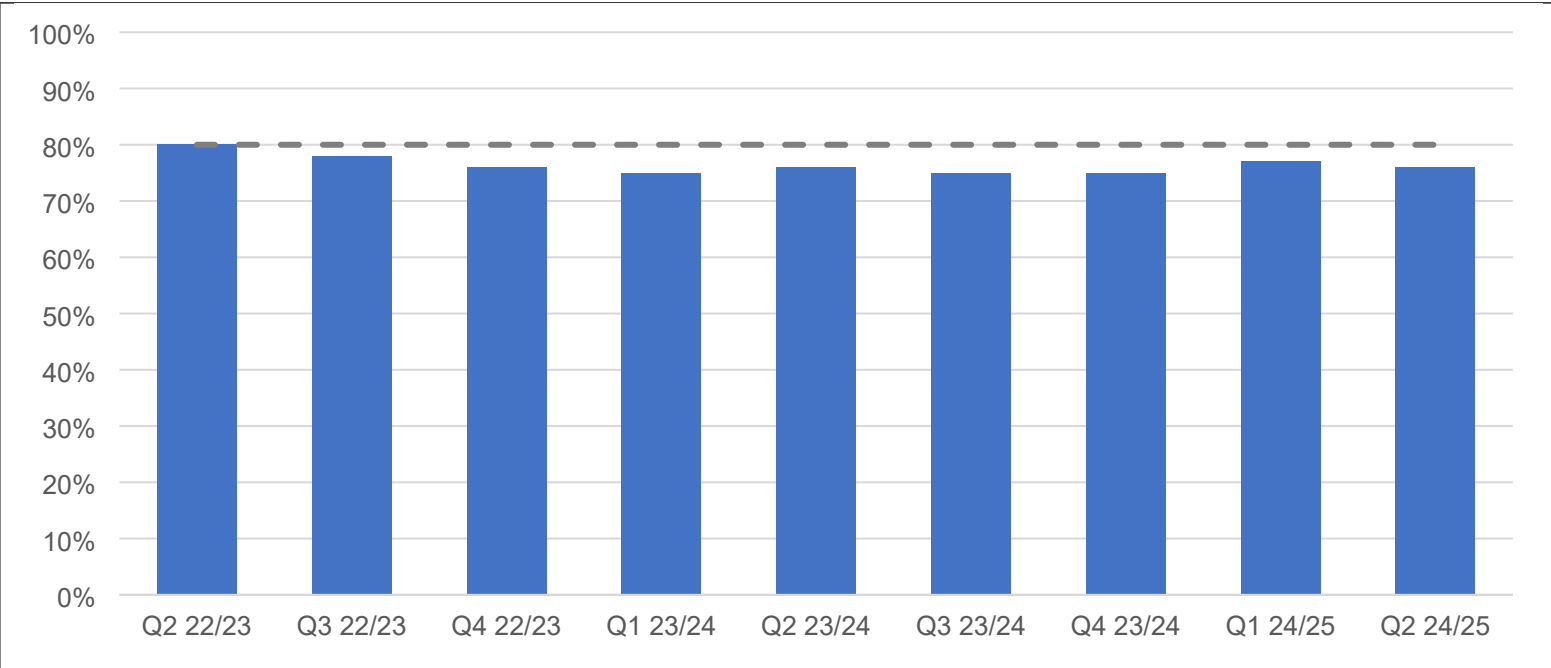


Commentary: *At the request of Cabinet Committee members we have included figures for Q2, however the full time needed for this measure to have complete data and is subject to change.*

The Making a Difference Everyday principals aim to support people to remain in their own homes. Practitioners are exploring alternative options, the use of new technology assists with tailoring support to need. Adult Social Care continue to see hospital discharge via Pathway 2 and Pathway 3 convert to longer term placements, often the people in this group have a significant level of need associated with the health condition. Health funding is explored where appropriate. Adult Social Care is also seeing people move from a short term bed to a long term stay.

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.

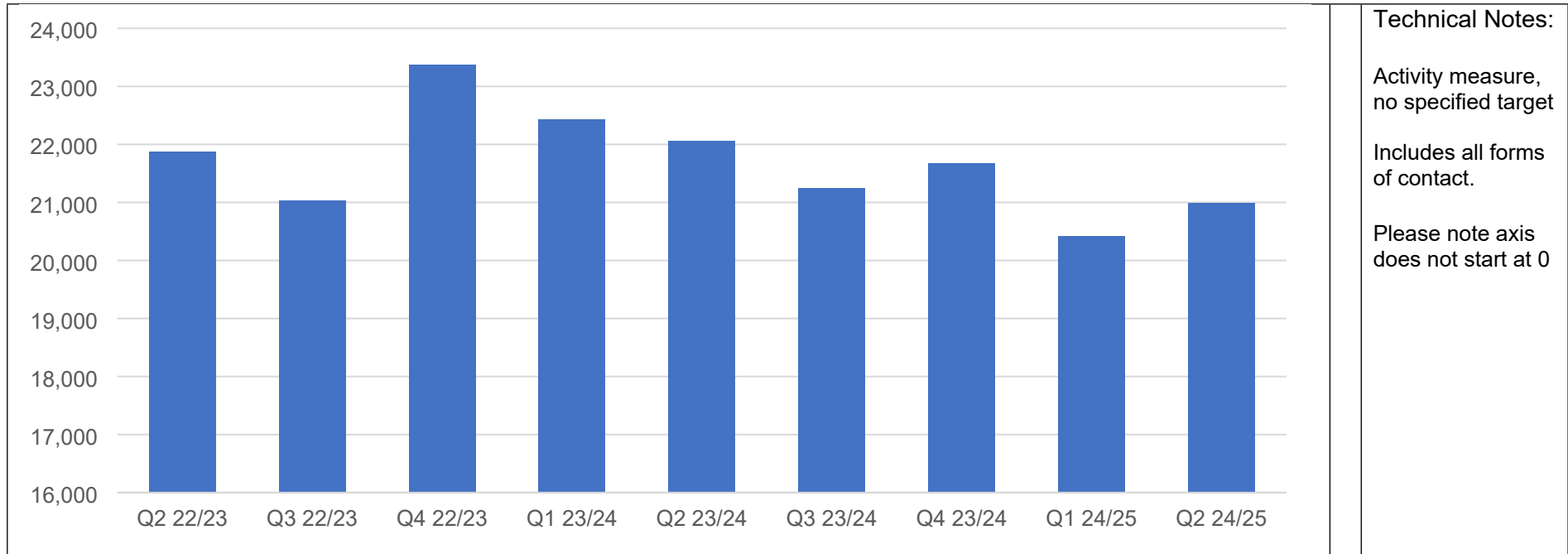
Corporate Risk Register: CRR0015

Commentary:

Quarter 2 has seen the proportion of people supported by adult social care in a residential or nursing placement that is rated as Good or Outstanding by CQC reduce by 1%. There has not been an increase in the proportion of those in Inadequate rated homes though.

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.

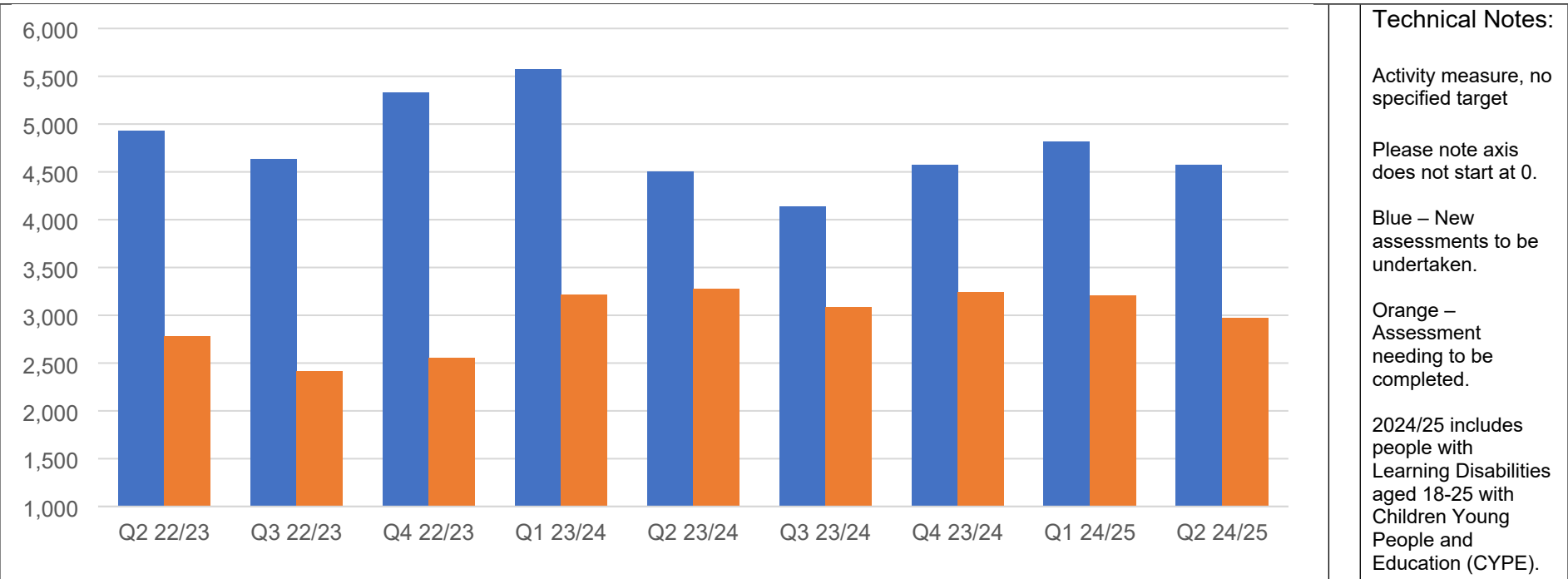
ASCH7: The number of people making contact with Adult Social Care and Health



Commentary:

Whilst adult social care are seeing an overall decrease in the number of contacts since Quarter 4 2022/23, we are still receiving over 20,000 contacts each quarter, closer to 21,000 in Quarter 2. The teams being contacted the most are the Community Teams, followed by the Adult Social Care Connect service.

ASCH8: Care Needs Assessments

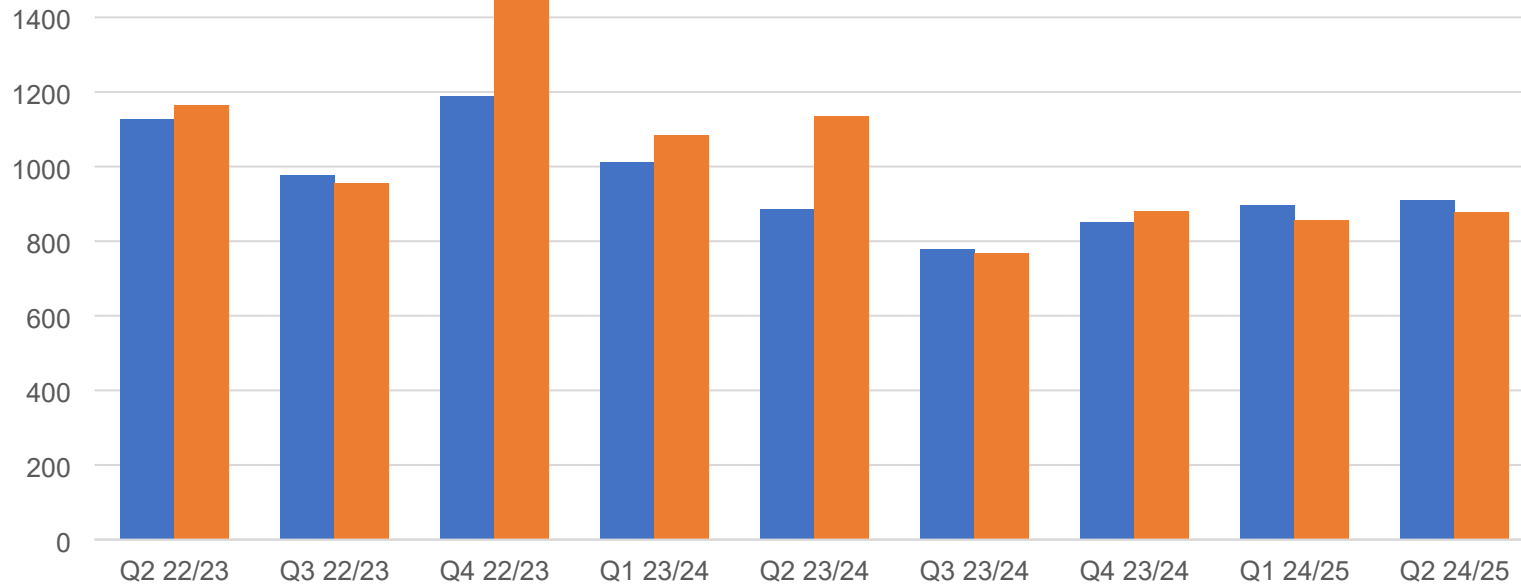


Commentary:

Quarter 2 saw the number of Care Needs Assessments needing to be completed fall, by 7%, and the number of new assessments to be undertaken reduced by 5%, a decrease of nearly 250 when compared to the previous quarter. 4,688 assessments were completed in Quarter 2, which was higher than the total of Care Needs Assessments that were proposed.

Ensuring Care Needs Assessments are delivered and in a timely manner for the person remains a priority for adult social care, and forms part of the Performance assurance Framework.

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



Technical Notes:

Activity measure, no specified target

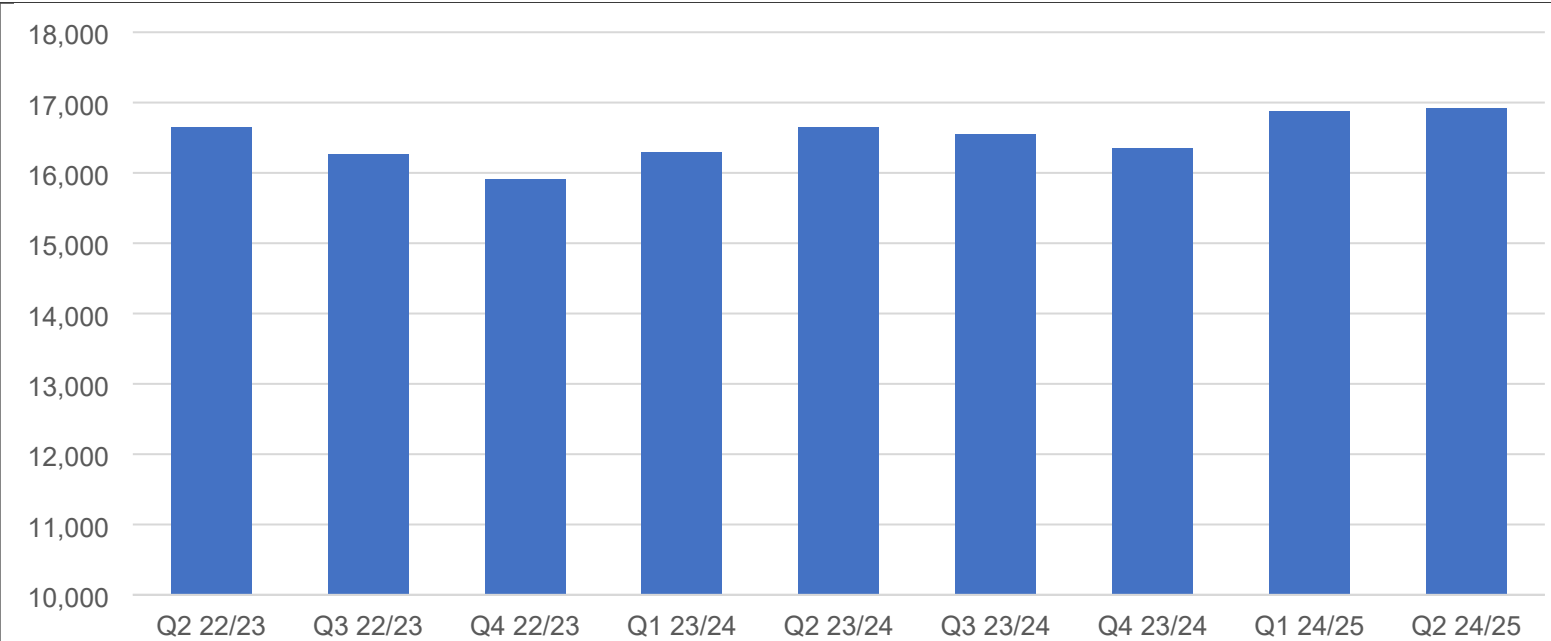
Blue – carer assessments to be undertaken

Orange – carer assessments delivered

Commentary:

Quarter 2 saw the highest number of carer assessment requests in over 12 months. Despite this, adult social care teams and carer organisations completed a greater number of assessments than in the previous quarter. Most assessments are delivered through the delegated responsibility within the carer contract. Work has commenced to re-commission the service and as part of this the assessment pathway will be revised. The carer strategy group provides oversight of this activity and has a robust action plan. The introduction of practice assurance panels has also improved the visibility of carer needs.

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

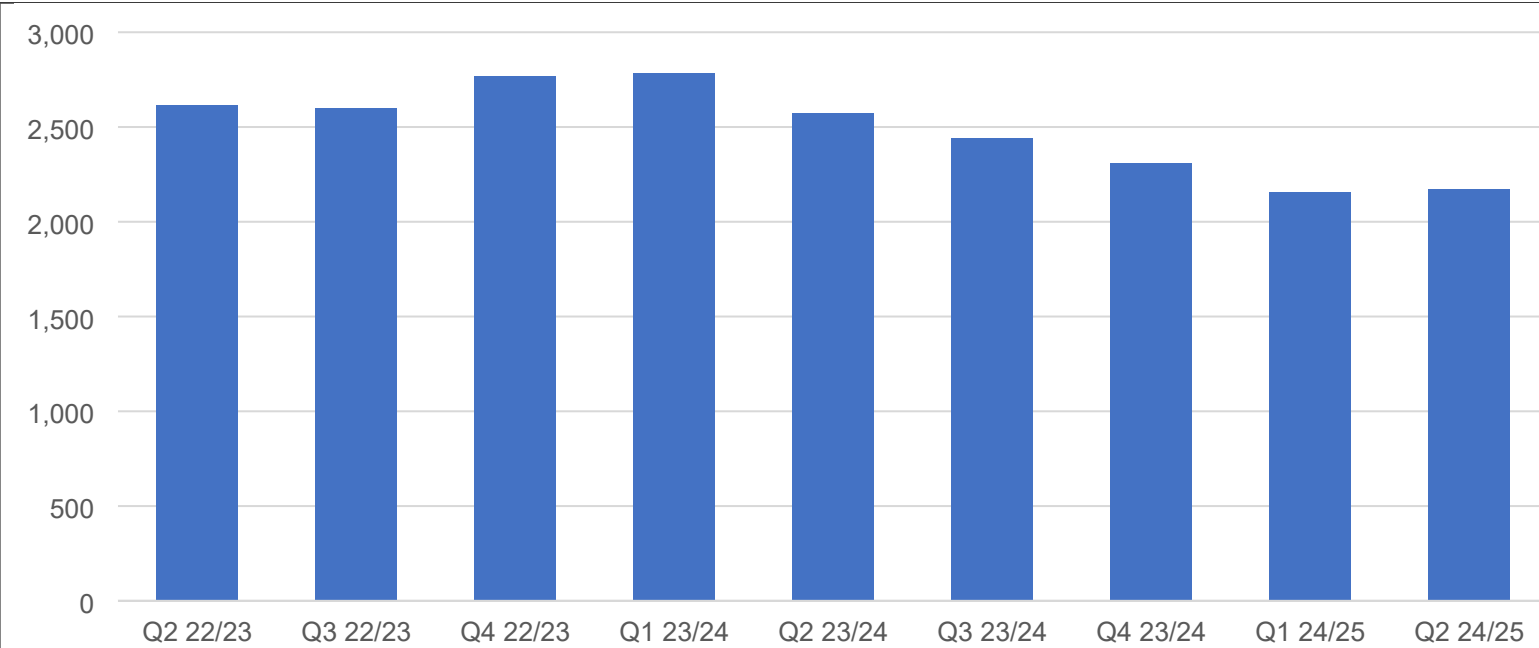
Please note axis does not start at 0.

2024/25 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

Commentary:

At the end of Quarter 2, adult social care continued to support almost 17,000 people with an active Care and Support Plan. Furthermore, in Quarter 2, 919 young people aged 18-24 years old were supported by the Strengthening Independence Service in Children Young People and Education supported 919 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

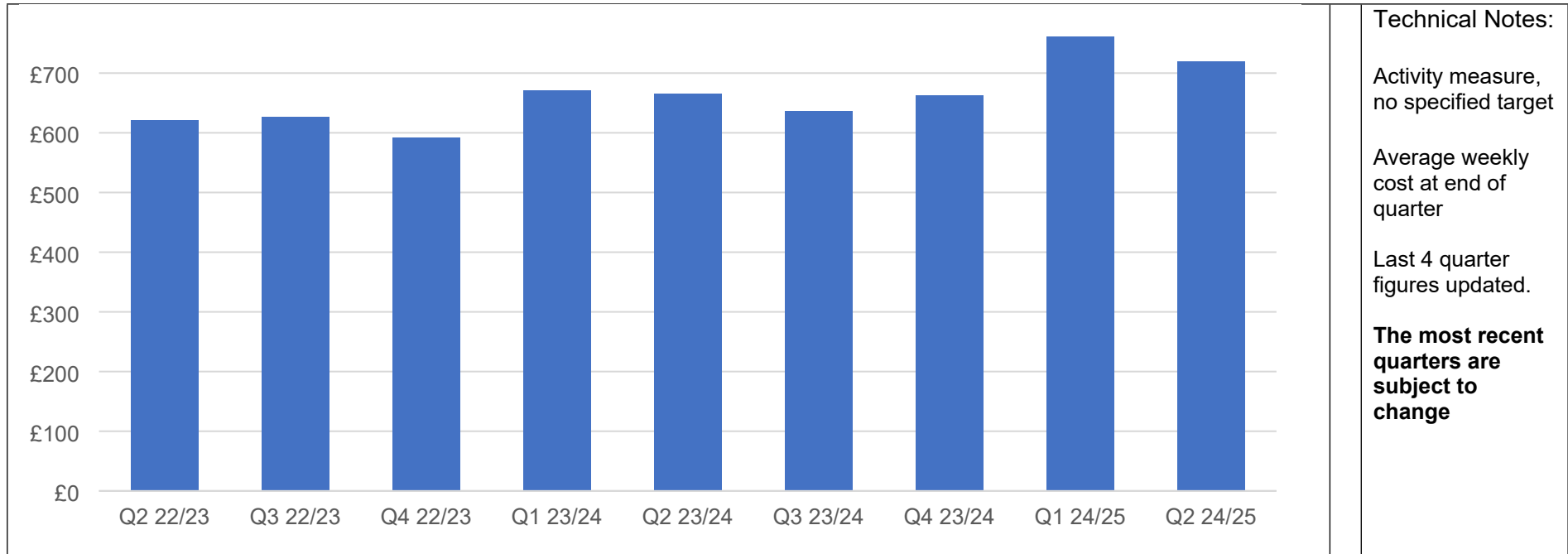
Last 4 quarter figures updated.

Corporate Risk Register
CRR0015

Commentary:

In Quarter 2, 2,172 new support packages were arranged, compared to 2,157 in Quarter 1. However, these figures may change as the client recording system is updated in the coming weeks. This is the first increase to be seen since Quarter 1 23/24.

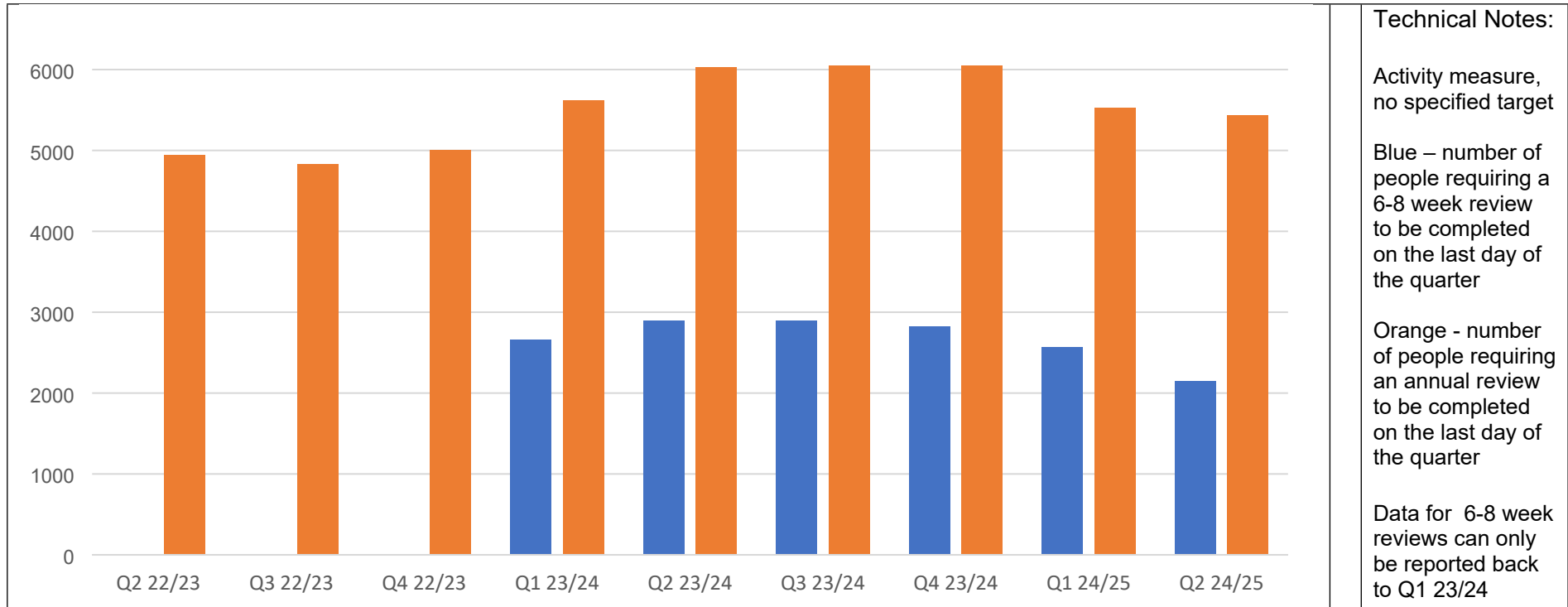
ASCH12: The average cost of new support packages arranged for people in the quarter



Commentary:

Quarter 2 has seen a decrease in the average cost of new support packages arranged in the quarter down to £719 from £761. However, this figure remains higher than quarters from the previous two financial years. These figures will change as the client recording system is updated in the coming weeks.

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

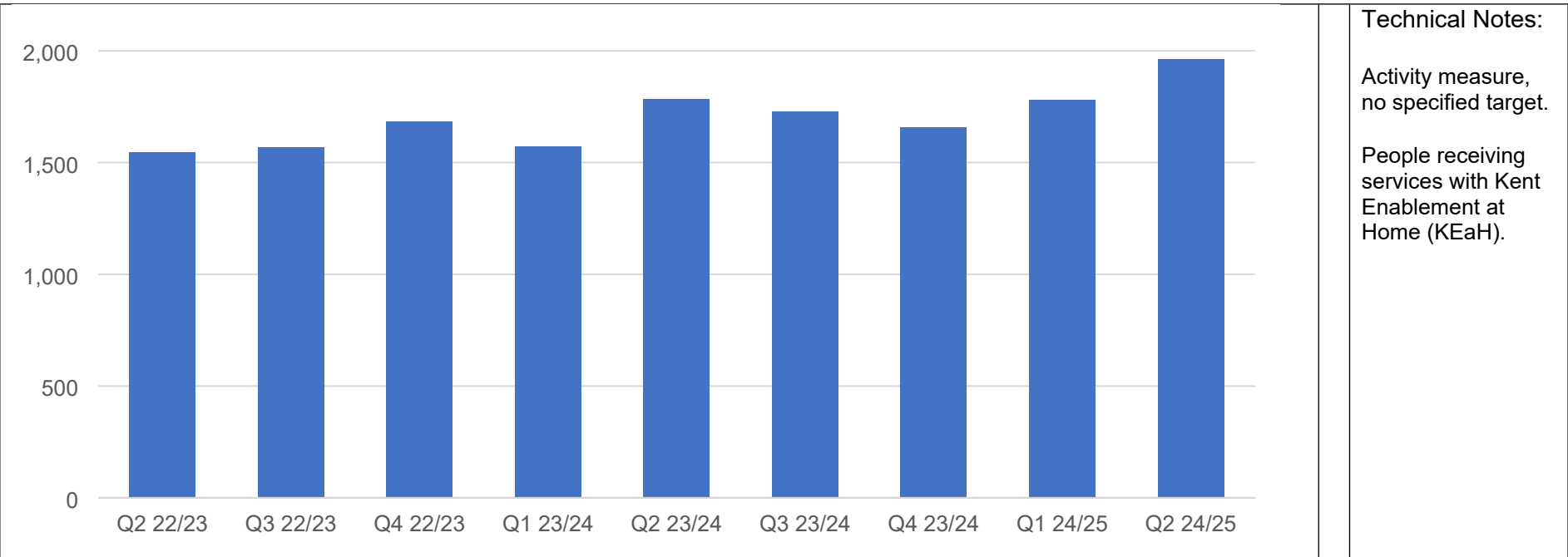
Data for 6-8 week reviews can only be reported back to Q1 23/24

Commentary:

The number of people requiring a 6-8 week review continues to fall quarter on quarter; Quarter 2 saw a 16% decrease. Further reductions can also be seen in the number of people requiring an annual review to be completed on the last day of the quarter – falling for a third quarter in a row, by 2% in Quarter 2.

In Quarter 2, adult social care completed the highest quarterly total of reviews of care and support plans recorded on Mosaic. Completing reviews is a priority for adult social care and the decreases in those requiring a review is reflective of this targeted activity

ASCH14: The number of people in Kent Enablement at Home

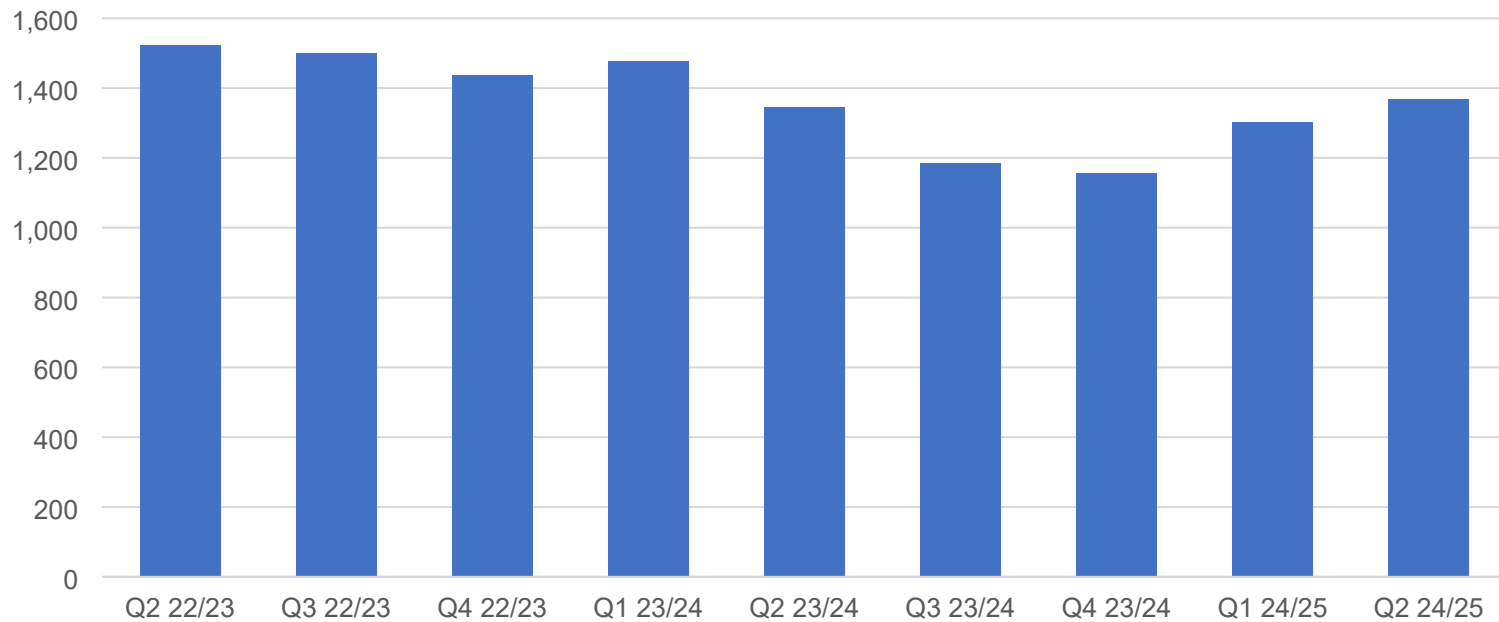


Commentary:

The number of people in Kent Enablement at Home saw its largest quarterly total in Quarter 2 2024/25. Increasing the number of people who receive Kent Enablement at Home is a key priority for adult social care to ensure people receive the enablement they need so they can remain at home as independently as possible.

Quarter 2 2024/25 had a 14% increase in people starting Kent Enablement at Home.

ASCH15: The number of people in Short Term Beds



Technical Notes:

Activity measure,
no specified target

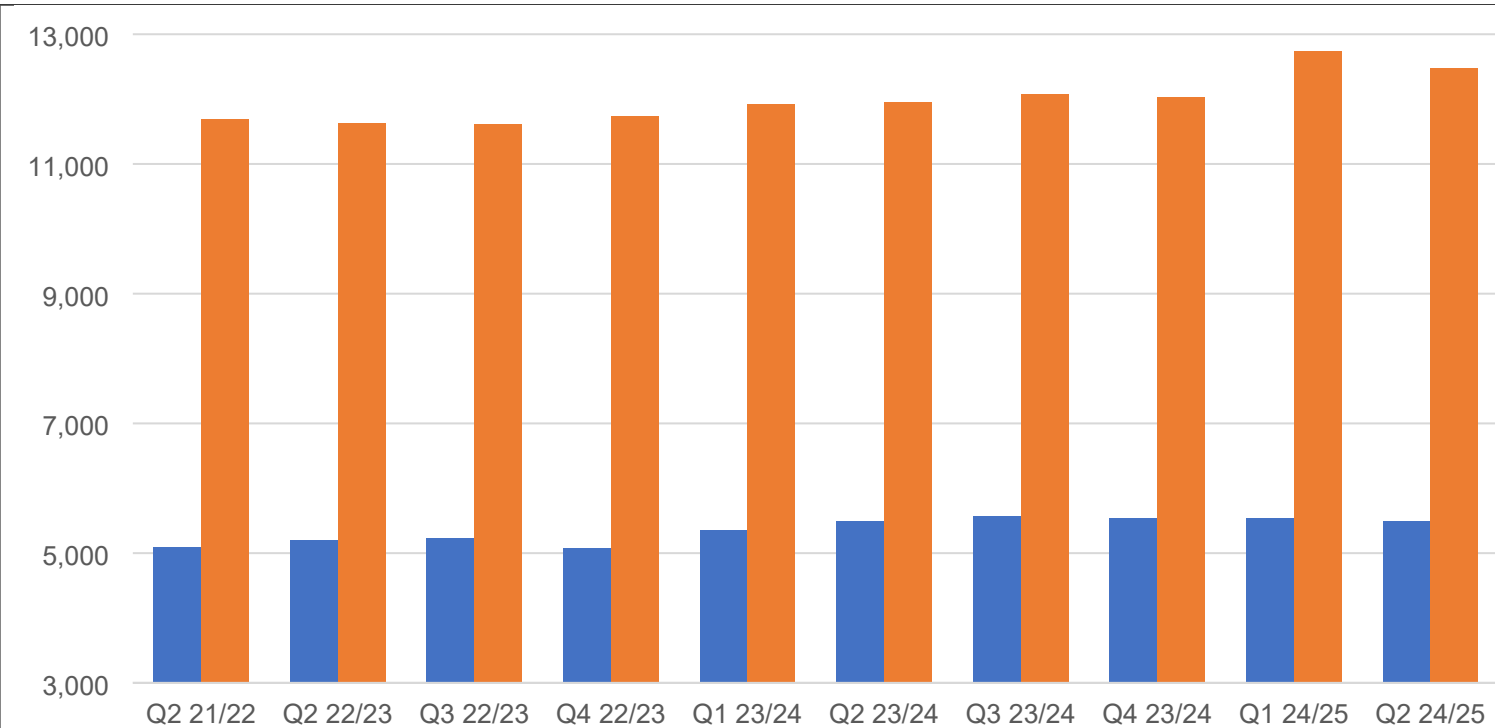
Last 4 quarter
figures updated.

Commentary:

Adult social care have seen an increase in those in a short term bed again this quarter. Following the 13% increase seen in Quarter 1 there was further 5% in Quarter 2. There was an 8% increase in people starting a short term residential or nursing service in Quarter 2.

When someone is placed in a short term bed, adult social care teams and their partners work together to help the person they are supporting to maintain their independence, this includes working with Occupational Therapists, and wider partners such as District and Borough councils if there is a housing related need.

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

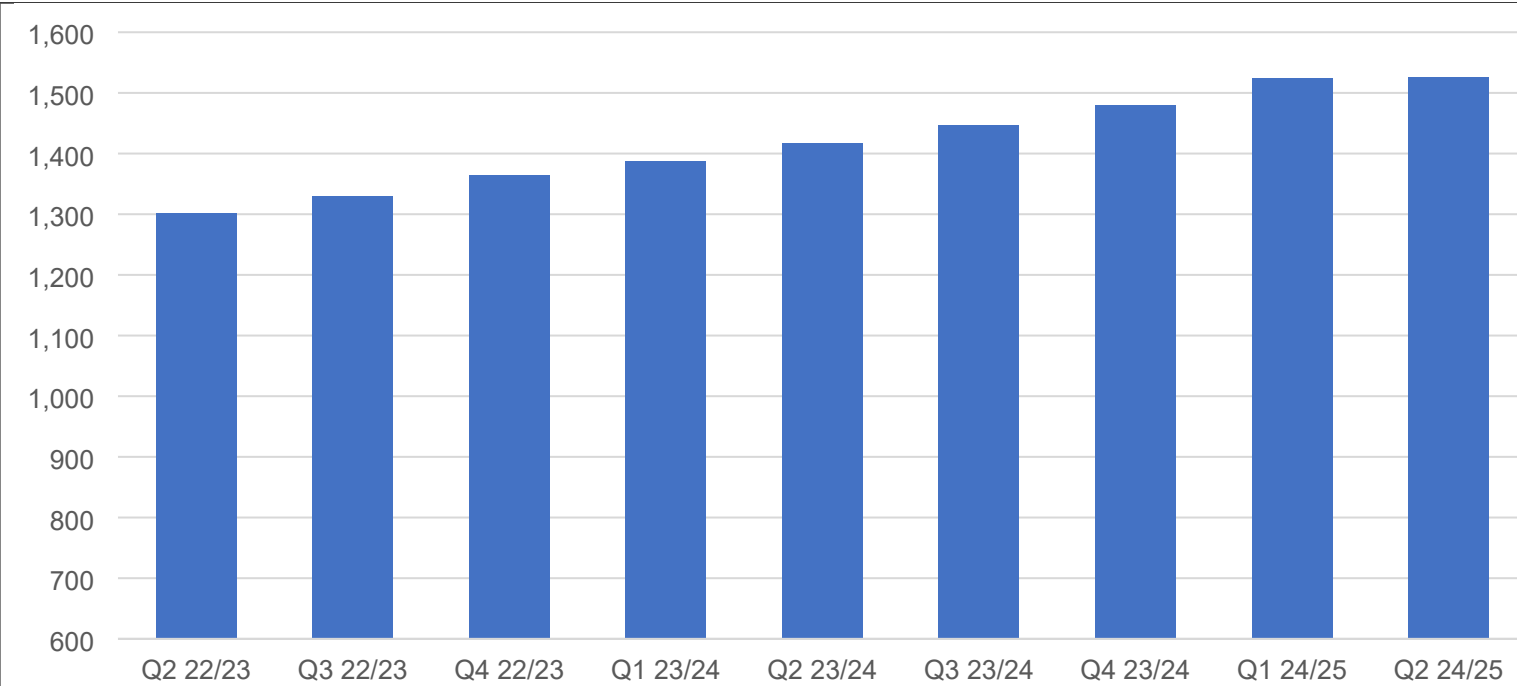
Last 4 quarter figures updated

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

Commentary:

Adult Social Care and Health saw a reduction in the number of people supported in the community in Quarter 2. There was also a slight reduction in the number receiving residential or nursing services. CYPE account for 610 long term community services in Quarter 2 and 94 Residential or Nursing Services.

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



Technical Notes:

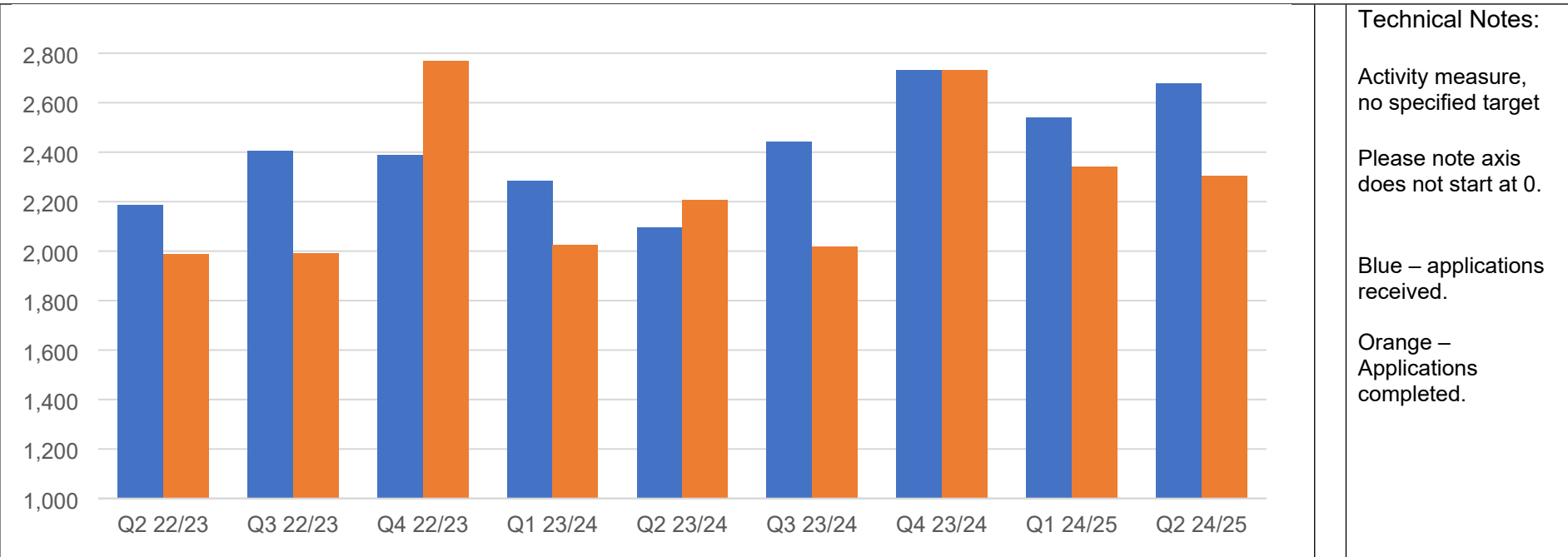
Activity measure, no specified target

Please note axis does not start at 0

Commentary:

Adult social care continue to see increases in the people needing support with services with a mental health need. People are presenting with varied needs and include those with co-existing conditions and younger adults who require the support of the multi-disciplinary team to coordinate support.

ASCH18: Number of Deprivation of Liberty Safeguards (DoLS) applications received and completed



Technical Notes:

Activity measure, no specified target

Please note axis does not start at 0.

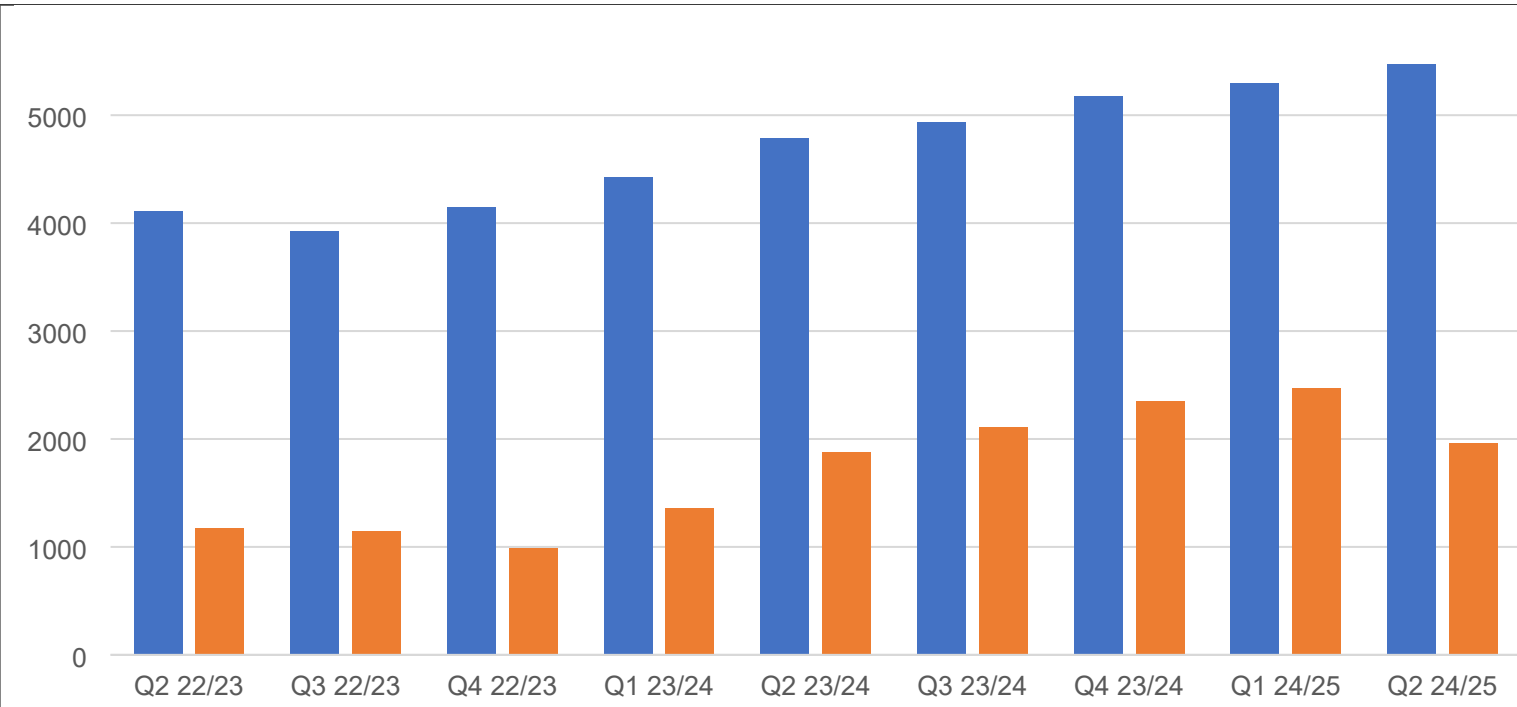
Blue – applications received.

Orange – Applications completed.

Commentary:

In July 2024 over 1,000 DoLS applications were received, an amount 46% higher than July 2023. The upward trend has continued and to manage the demand, adult social care have introduced a further model of sustainability for those people who are in receipt of their 4th or 5th DoLS and the risk dictated. In addition, a plan for Quarter 3, regarding resources for Authorising DoLS applications has been developed together with a targeted piece of work, focusing on the front door and applications presented. Those findings will be reviewed, and actions identified for the senior leadership to consider. Furthermore, in Quarter 3, people who are waiting for an assessment are being monitored, checked upon and adult social care are working closely with Care Homes for a 3 week period. Findings will be reviewed and action identified

ASCH19: The number of safeguarding 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

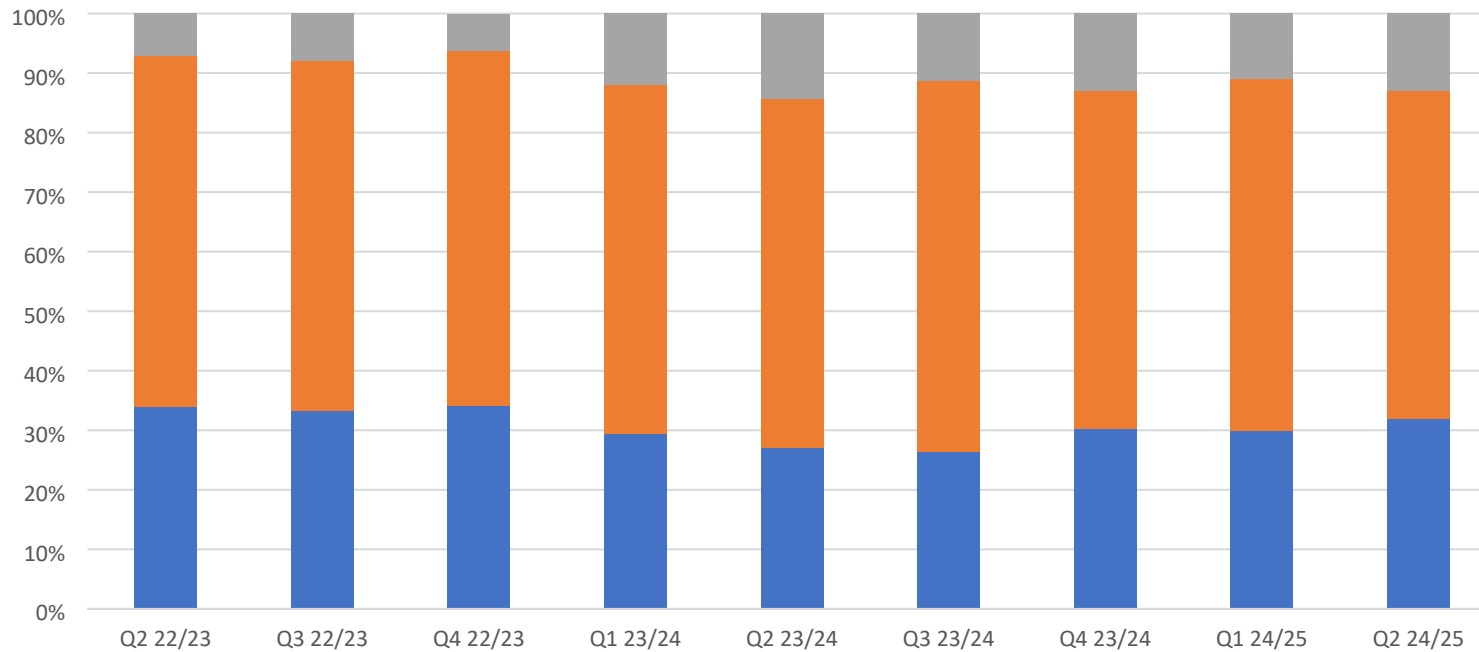
2024/25 includes people with Learning Disabilities aged 18-25 with Children Young People and Education (CYPE).

Commentary:

The number of safeguarding concerns received has continued to increase each quarter, Quarter 2 saw a 3% increase on Quarter 1 and a 14% increase on Quarter 2 last year. We have seen increases across all of Kent but predominately in 2 adult social care areas, and across all locations, we are looking particularly at increases in those reported in care homes.

However, Quarter 2 also saw the first decrease of safeguarding enquiries open on the last day of the quarter since Quarter 4 22/23.

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



Technical Notes:

Activity measure, no specified target

Blue – risk removed

Orange – risk reduced

Grey – risk remained

Commentary:

The outcomes for people following safeguarding enquiries have remained fairly consistent with the risk either being removed or reduced for the majority, 87% in Quarter 2. When the risk remains, a plan is established to ensure all safety measures are implemented, helping the person at risk to stay as safe as possible.