

**From:** Clair Bell, Cabinet Member for Adult Social Care and Public Health  
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**To:** Adult Social Care Cabinet Committee – 14 July 2020

**Subject:** **Adult Social Care Performance Dashboard – Quarter 4 2019/2020**

**Classification:** Unrestricted

**Previous Pathway of Paper:** Adult Social Care and Health Directorate Management Team – 1 July 2020

**Future Pathway of Paper:** None

**Electoral Division:** All

**Summary:** This report together with the performance dashboard provides an overview of the progress for Key Performance Indicators and activity measures for adult social care to March 2020.

Of the fifteen targeted measures, six were RAG rated Green having achieved target, five were RAG rated Amber having not achieved target but were within acceptable levels of delivery, and four were RAG rated Red.

These four indicators were not within expected levels, however both the Delayed Transfers of Care Indicator and the number of older people aged 65 and over in supported residential care are decreasing and moving in the right direction.

**Recommendation:** The Adult Social Care Cabinet Committee is asked to **NOTE** and **COMMENT** on the Adult Social Care Performance Dashboard for Q4 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. This report provides an overview of the Key Performance Indicators (KPIs) for adult social care and includes the KPIs presented to Cabinet via KCC's Quarterly Performance Report (QPR). Appendix 1 contains the full table of KPIs and activity measures for 2019/20.

## 2. Overview of Performance

2.1. The dashboard presents seventeen indicators in total, of which fifteen have stated targets. Figures presented are to the end of 2019/20, except for the national Delayed Transfers of Care (DTOC) indicator which has data to February 2020.

- 2.2. Six indicators achieved target and were RAG rated Green, these were:-
- number of referrals to Enablement;
  - proportion of clients still independent after enablement;
  - number of admissions to permanent residential or nursing care for people aged 65+;
  - number of people with a learning disability receiving a community service;
  - number of people with Mental Health needs in residential care and
  - number of people with Mental Health needs receiving a community service.
- 2.3. The percentage of contacts resolved at source has consistently performed below the target of 70% following the change of the Adult Social Care and Health systems from Swift to Mosaic, this was in line with expectations as the change has meant that only one contact per client is now recorded, removing duplication, allowing for a more robust calculation and an improved client journey.
- 2.4. To ensure that the most appropriate referral route is identified and clients receive the enablement and support needed to live as independently as possible, the Area Referral Management Service (ARMS) has implemented a KCC triage across the county for all onward referrals. This includes Older Persons and Physical Disability Services with representatives from the Kent Enablement at Home Service, Promoting Independence, and Occupational Therapy.
- 2.5. The rate of Delayed Transfers of Care (DTC) across Kent (whether attributable to NHS or social care) should not be higher than 8.7 per 100,000. Performance has improved for Kent with the rate dropping from 15.5 in April 2019 to 12.8 in February 2020. The rate for Social Care specific delayed days was 4.5 in February 2020 compared to 3.7 at the same point last year.
- 2.6. The collection and publication of DTC has been suspended until the August 2020 publication which will show delays for the month of June 2020; all delays are currently aligned to the NHS until further notice where social care staff are unable to work in hospitals during the Coronavirus pandemic.
- 2.7. The number of older people aged 65 and over supported in residential care has been decreasing since September 2019, however this has not been in line with the forecast and has been RAG rated Red for 10 months of 2019/20.
- 2.8. The final indicator to perform outside of expected thresholds was the number of Deprivation of Liberty Safeguards (DoLS) applications. All three months in the final quarter of 2019/20 experienced levels of applications above expectations. On further investigation the spike in January and into February was due to increased numbers of applications from hospital settings. This increase in applications is potentially as a result of increased awareness due to the upcoming change in legislation.

### **3. Performance Measures 2020/21**

- 3.1. All directorates review performance measures annually; the Adult Social Care and Health Directorate is in the process of reviewing the full suite of measures, across the Directorate, as a result of the Coronavirus pandemic and in line with the work on the Three Pillars.
- 3.2. The Three Pillars will form part of a clear vision for ASCH and support future strategies, ensuring provision of the best outcomes for Kent. The work on the Meaningful Measures Pillar will ensure that the directorate has the capability to measure the impact of delivery and decision making and ensure that there is a clear understanding of what measures are, where they come from and what they represent. It is through this work that the performance measures for 2020/21 will be developed.

### **4. Conclusion**

- 4.1. The final position for 2019/20 had eleven of the fifteen targeted ASCH indicators either achieving target or within acceptable levels (RAG rated Green or Amber). Four indicators were RAG rated Red having not met target or were within expected forecasts.

### **5. Recommendations**

5.1 Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** and **COMMENT** on the Adult Social Care Performance Dashboard for Q4 2019/20.

### **6. Background Documents**

None

### **7. Report Authors**

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