Produced on: 18 January 2024

Performance Report

Quarter 3

2023/24 financial year

Adults and Health Committee

Governance & Performance

Cambridgeshire County Council

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Key

Data Item	Explanation
Target / Pro Rata Target	The target that has been set for the indicator, relevant for the reporting period
Current Month / Current Period	The latest performance figure relevant to the reporting period
Previous Month / previous period	The previously reported performance figure
Direction for Improvement	Indicates whether 'good' performance is a higher or a lower figure
Change in Performance	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
Statistical Neighbours Mean	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
England Mean	Provided as a point of comparison, based on the most recent nationally available data
RAG Rating	• **Red** – current performance is off target by more than 10% • **Amber** – current performance is off target by 10% or less • **Green** – current performance is on target by up to 5% over target • **Blue** – current performance exceeds target by more than 5% • **Baseline** – indicates performance is currently being tracked in order to inform the target setting process • **Contextual** – these measures track key activity being undertaken, to present a rounded view of information relevant to the service area, without a performance target. • **In Development** - measure has been agreed, but data collection and target setting are in development
Indicator Description	Provides an overview of how a measure is calculated. Where possible, this is based on a nationally agreed definition to assist benchmarking with statistically comparable authorities
Commentary	Provides a narrative to explain the changes in performance within the reporting period
Actions	Actions undertaken to address under-performance. Populated for 'red' indicators only
Useful Links	Provides links to relevant documentation, such as nationally available data and definitions

Indicator 230: Number of new client contacts for Adult Social Care per 100,000 of the population   **Return to Index**   February   2024

Pro Rata Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	3172.8	2150.7	Improving

Statistical Neighbour Mean	England Mean		RAG Rating
4498.8	4471.4		In Development

Indicator Description

Effective community prevention and information services should minimise the number of people needing to contact adult social care directly. A marked growth in the number of contacts might show that universal community services are not meeting need. Conversely a marked reduction might suggest that we are not providing the right pathways into adult social care for those who do need it.

This measure only includes requests for support relating to new clients. In line with statutory reporting guidance, the definition of "new" is that the client is not in receipt of any long term support at the time the contact was made.
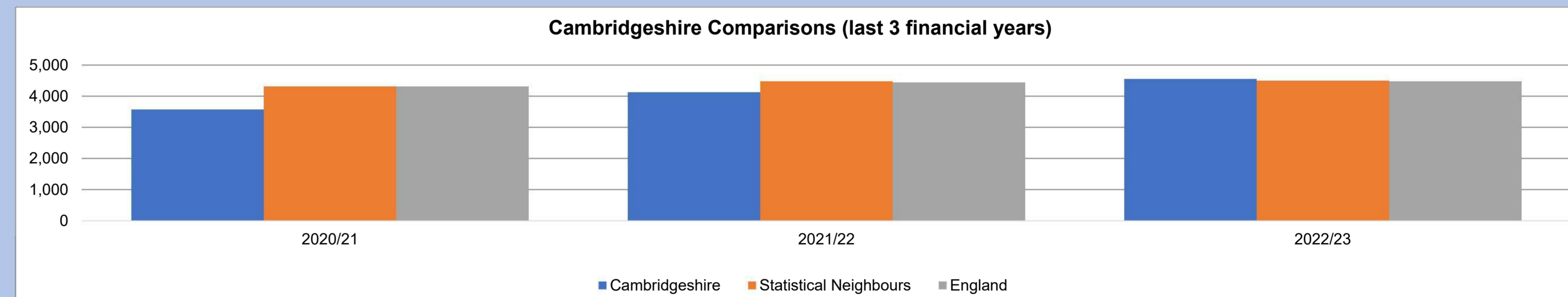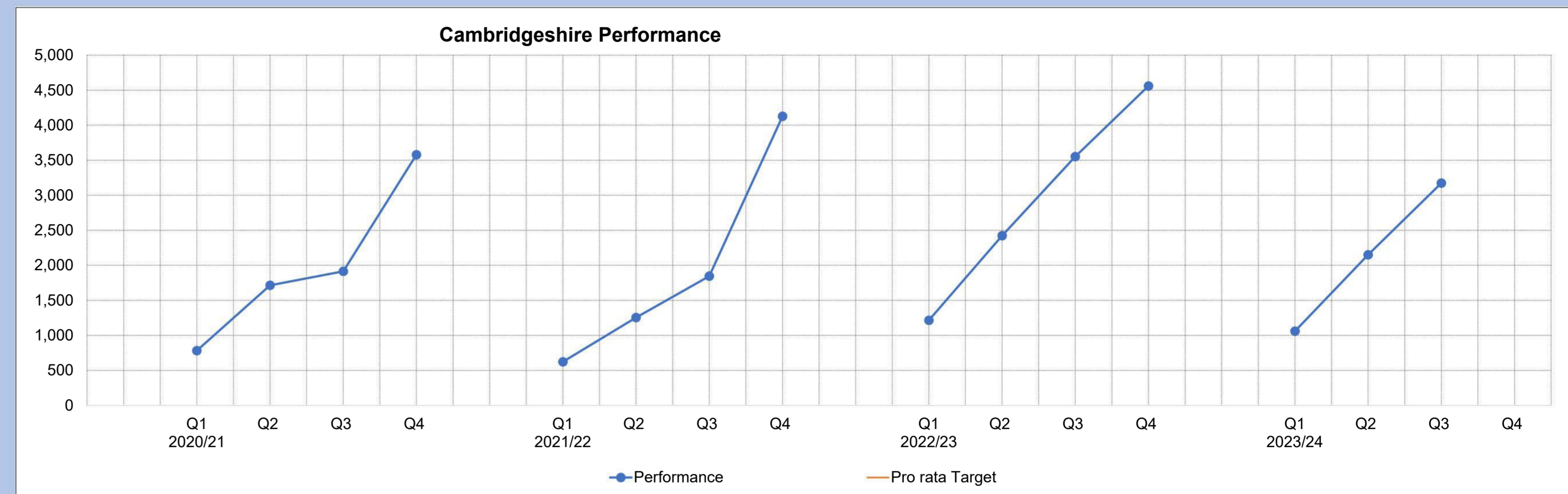
Calculation:

$(X/Y)*100,000$

Where:

X = Total number of new requests for support from people aged 18+ as defined by SALT guidance (tables STS001 1a and STS001 1b)

Y = 18+ population

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Cambridgeshire Comparisons (last 3 financial years)

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

New client contacts per 100,000 of population increased across all 4 quarters in 2022/23 compared to 2021/22. The figures have decreased slightly during the first 3 quarters of 2023/24 compared to last year, but still remain above the equivalent quarters for 2020/21 and 2021/22.

Cambridgeshire recorded a higher number of new client contacts in 2022/23 compared to the previous two financial years. In part this is attributable to the new reporting processes implemented in the latter part of the 2021/22 financial year, as well as normal statistical variation. However, there has been a level of increase in new client contacts that is felt to be linked to need in the community (see indicator 231), reflected in the increased numbers of new client assessments for care and support being undertaken (2021/22 monthly average of completed assessments/reassessments: 330, 2022/23 monthly average = 392). Part of the increase in contact numbers may also be due to proactive work with primary care social prescribers to increase awareness of prevention and early intervention services such as lifeline alarms. During the 2022/23 financial year, Cambridgeshire implemented a system to receive electronic referrals from GP and social prescribing systems in order to improve the referral route and increase the quality of information received.

Actions

Indicator 231: % of new client contacts not resulting in long term care and support

February   2024

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	88.8%	88.3%	Improving

Statistical Neighbour Mean	England Mean	RAG Rating
91.4%	91.5%	In Development

Indicator Description

This indicator is important to look at in line with indicator 230 as it shows whether change in contact numbers are from people needing long term care, or people whose needs could be met with preventative or low level community support. It helps us understand what might be driving a growth or reduction in contacts.

This measure only includes requests for support relating to new clients. In line with statutory reporting guidance, the definition of "new" is that the client is not in receipt of any long term support at the time the contact was made.
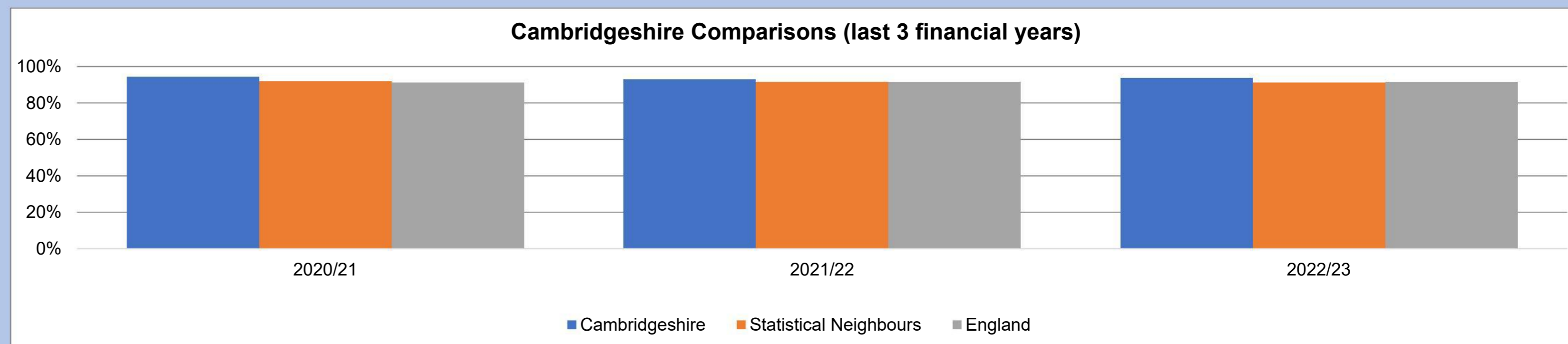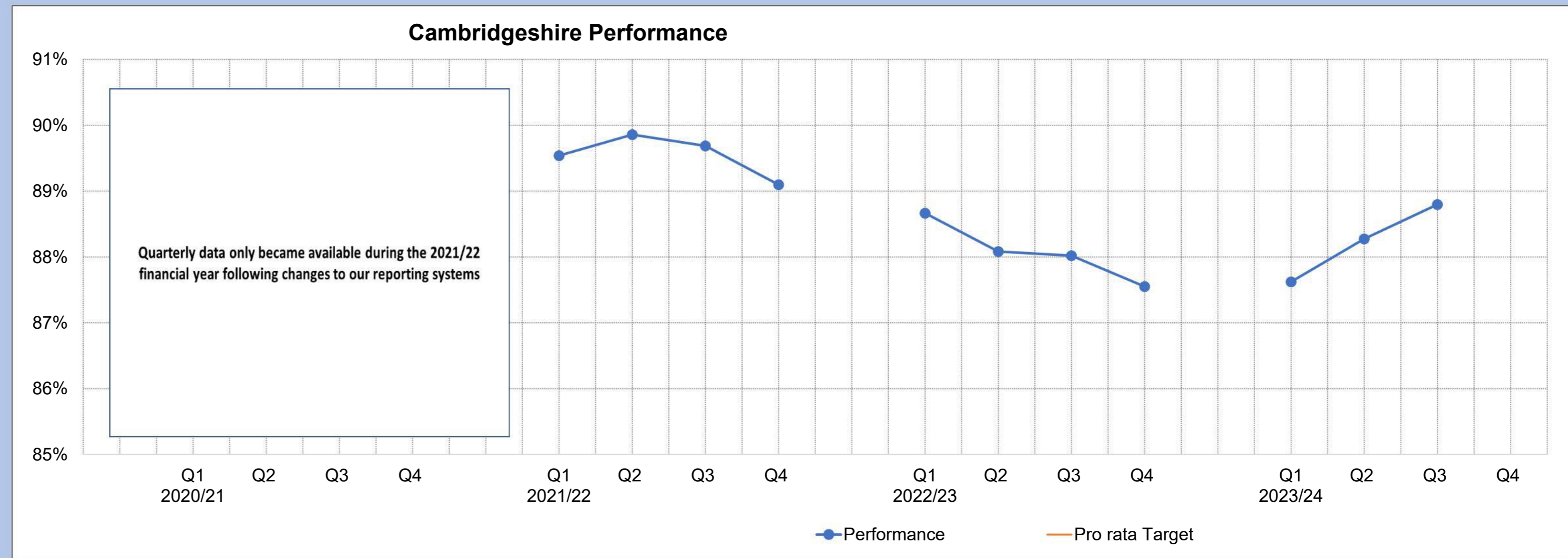
Calculation:

$(X/Y)*100$

Where:

X = Total number of new requests for support from people aged 18+ as defined by SALT guidance (tables STS001 1a and STS001 1b) that do not result in the need for long term care and support

Y = Total number of new requests for support from people aged 18+ as defined by SALT guidance (tables STS001 1a and STS001 1b)

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Quarterly data only became available during the 2021/22 financial year following changes to our reporting systems

Performance — Pro rata Target

Cambridgeshire Comparisons (last 3 financial years)

■ Cambridgeshire ■ Statistical Neighbours ■ England

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

2022/23 year end comparisons with statistical and national averages showed Cambridgeshire had a slightly higher % of contacts which didn't lead to long term support. Cambridgeshire performance in 2023/24 has been similar to 2022/23 trends, increasing from 87.62% in Q1 to 88.8% at the end of Q3. When interpreted in line with indicator 230, which presents slightly less contacts for Q3 2023/24 compared to 2022/23, the overall picture is that the need for Long Term services remains high with slightly fewer contacts than the equivalent point last year, but with a slightly higher % resulting in Long Term support.

Actions

Indicator 232: Proportion of people receiving long term support who had not received a review in the last 12 months, % of all people funded by ASC in long-term | | **February 2024**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↓	26.2%	26.8%	Improving

Statistical Neighbour Mean	England Mean	RAG Rating
34.6%	43.0%	In Development

Indicator Description

It is a statutory duty to review long term care and support plans at least once a year. Regular reviews can help safeguard from risk, but also support personalisation by continuing to support people to connect to their communities and make the most of the local assets.
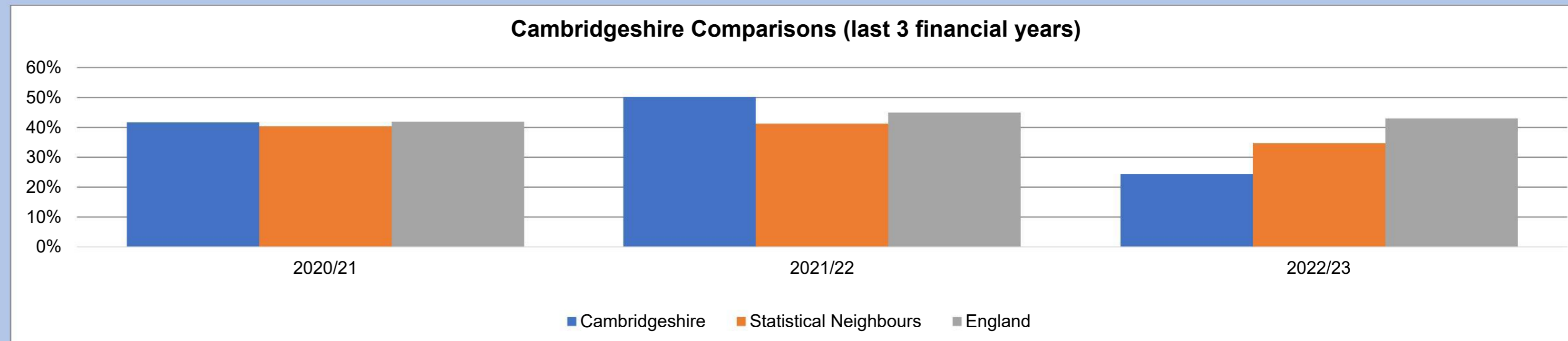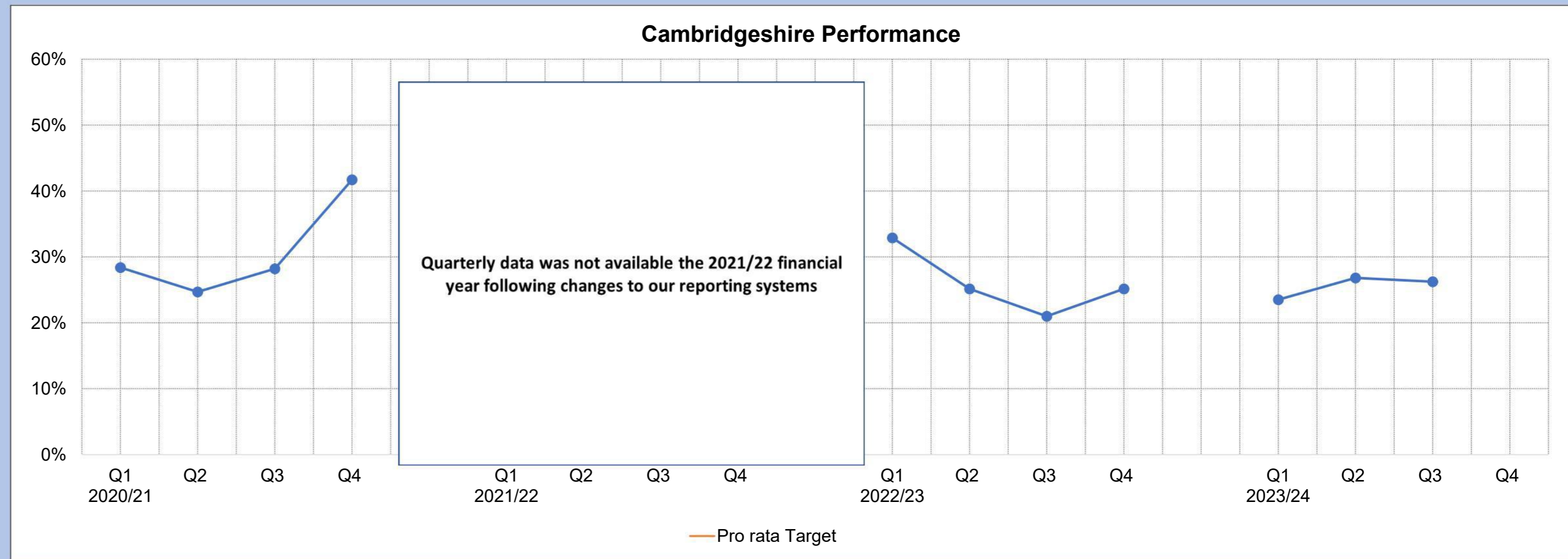
Calculation:

$(X/Y)*100$

Where:

X = Number of people receiving long-term support for over 12 months who had not received a review in the last 12 months

Y = Total number of people receiving long-term support for over 12 months at the end of the period

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Quarterly data was not available the 2021/22 financial year following changes to our reporting systems

— Pro rata Target

Cambridgeshire Comparisons (last 3 financial years)

■ Cambridgeshire ■ Statistical Neighbours ■ England

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

During 2022/23, there was a significant level of activity undertaken to clear review backlogs that built up during the pandemic. An external agency was commissioned from March 2022 to work through the backlog of reviews for clients receiving long-term services. This additional capacity significantly increased the number of reviews being completed; in 2021-22 there was an average of 294 reviews completed per month, increasing to an average of 472 reviews for the completed financial year 2022-23. During the first 3 quarters of 2023/24, there were 474 reviews completed on average per month, partly due to the continued involvement of the ASC external team. This increase in reviews has led to a comparatively low percentage of clients who have not received a review in the last 12 months compared to statistical and national averages.

Actions

Indicator 233: Number of carers assessed or reviewed in the year per 100,000 of the population

February 2024

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	38.5	27.9	Improving

Statistical Neighbour Mean	England Mean	RAG Rating
487.3	478.0	In Development

Indicator Description

Reviews are also an important time to make contact with carers to check that they remain able to offer their critical support. Assessments and reviews can be done jointly or separately from the cared for person. It is an opportunity to support carers to continue their caring role but also to plan for the future.
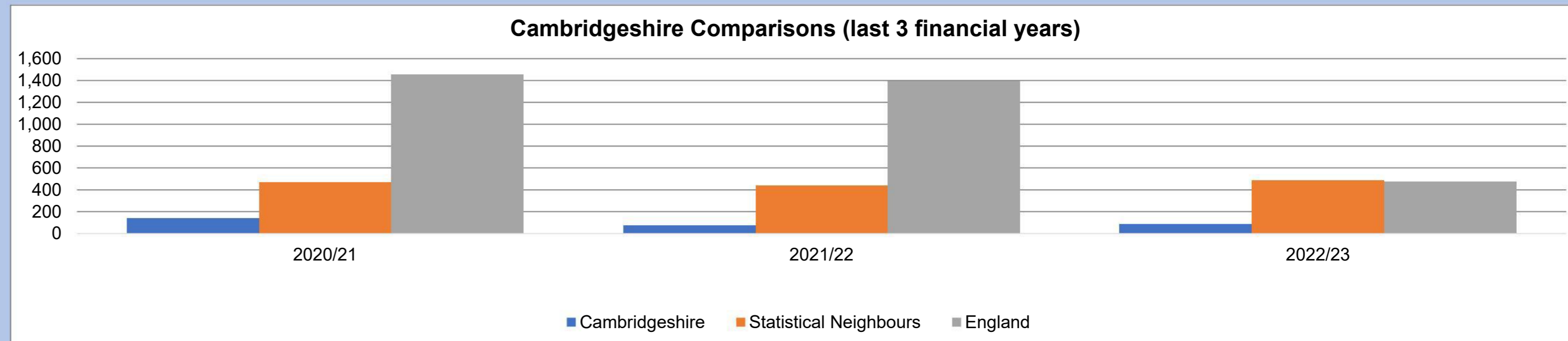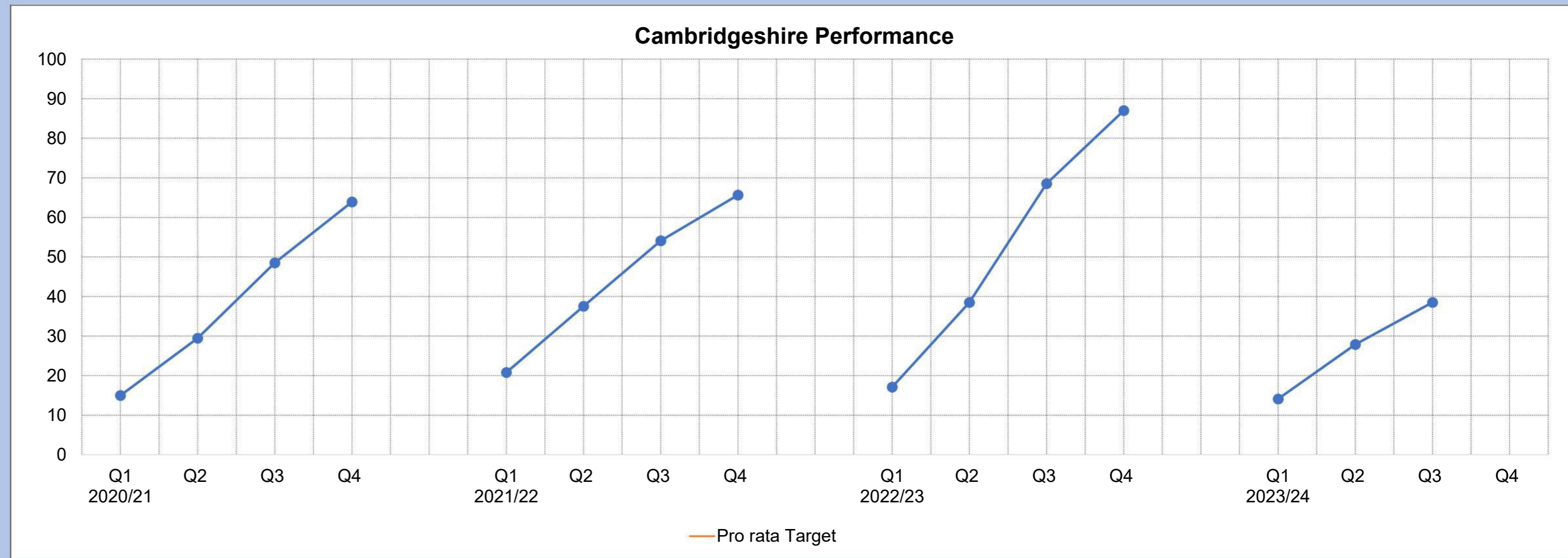
Calculation:

$(X/Y)*100,000$

Where:

X = Total number of carers with a carers assessment or review in the period

Y = 18+ population

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

—— Pro rata Target

Cambridgeshire Comparisons (last 3 financial years)

■ Cambridgeshire ■ Statistical Neighbours ■ England

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.
A move away from carers assessments by default to a more constructive and timely conversation accounts for the lower volume of carers assessments. This should be seen alongside our carers conversation and carers triage activity. During Q3 2023/24 (cumulative YTD) we have completed:
• 175 carers assessments
• 36 carers reviews
• 2132 carers conversation steps (often completed when assessing the cared-for service user - see bullet point below)
• 4763 carers conversations considering the carers needs whilst supporting the person being cared for

The number of carers assessed or reviewed in the period is significantly below the national average, and the average of our statistical neighbours. This is due to how carer activity is recorded in Cambridgeshire and a reflection of our process. Activity by teams supporting carers can be recorded as carers conversations, which would not be counted in the above measure.

Actions

Data contained in this report will be used to inform a target setting process and targets will be reported from Q4 onwards

Indicator 105: Percentage of those able to express desired outcomes who fully or partially achieved their desired outcomes

February 2024

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	95.3%	95.1%	Improving

Statistical Neighbour Mean	England Mean	RAG Rating
91.9%	94.9%	In Development

Indicator Description

The Care Act 2014 (Section 42) requires that each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

As part of the statutory reporting of safeguarding cases, those adults at risk may be asked what their desired outcomes of a safeguarding enquiry are. Where desired outcomes have been expressed, after completion of the safeguarding enquiry, the achievement of these outcomes is reported. This data is collected as part of the statutory Safeguarding Adults Collection.

This indicator links to indicator 236 and monitors how well we have been able to support the person to achieve the outcomes they wanted from the safeguarding enquiry.

Calculation:

(X/Y)*100

Where:

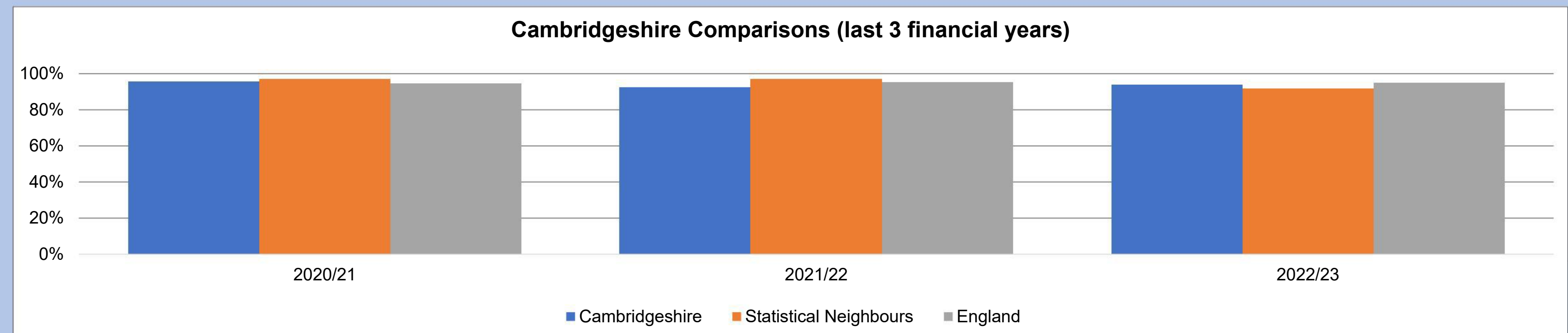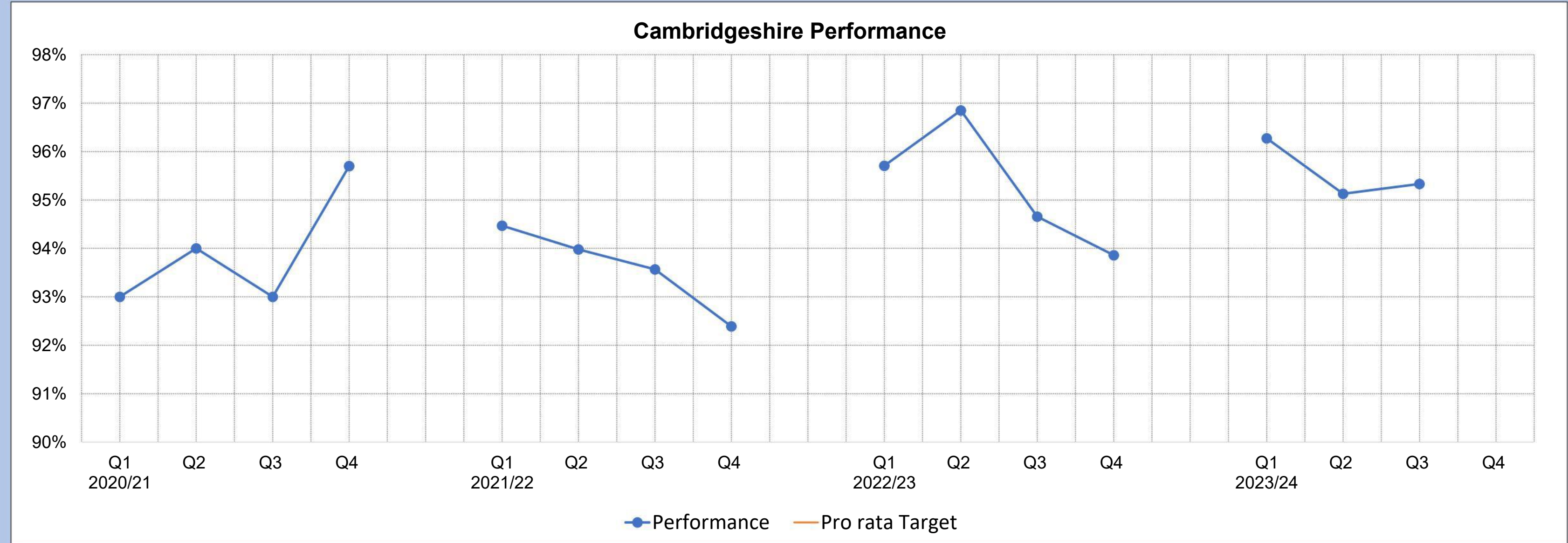X = The number of concluded enquiries where outcomes were either achieved or partially achieved.

Y = The number of concluded enquiries where the adult(s) expressed desired outcomes.

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Cambridgeshire Comparisons (last 3 financial years)

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

During Q3 2023/24, a new Power BI dashboard was published to report on Making Safeguarding Personal outcomes throughout the year, plus provide visibility of data quality issues in recording practise.

The % of enquiries where outcomes have been partially or fully achieved has increased slightly during the first 3 quarters of 2023/24 compared to the equivalent period last year.

Actions

Data contained in this report will be used to inform a target setting process and targets will be reported from Q4 onwards

Indicator 126: Proportion of people using social care who receive direct payments

February 2024

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	17.1%	17.2%	Declining

Statistical Neighbour Mean	England Mean	RAG rating
27.1%	26.2%	In Development

Indicator Description

Direct payments provide people with more choice and control over how they meet their care and support needs.

The scope of this indicator is limited to people who receive long term support only. These include people whose self directed support is most relevant. This will better reflect the council's progress in delivering personalised services for users and carers.
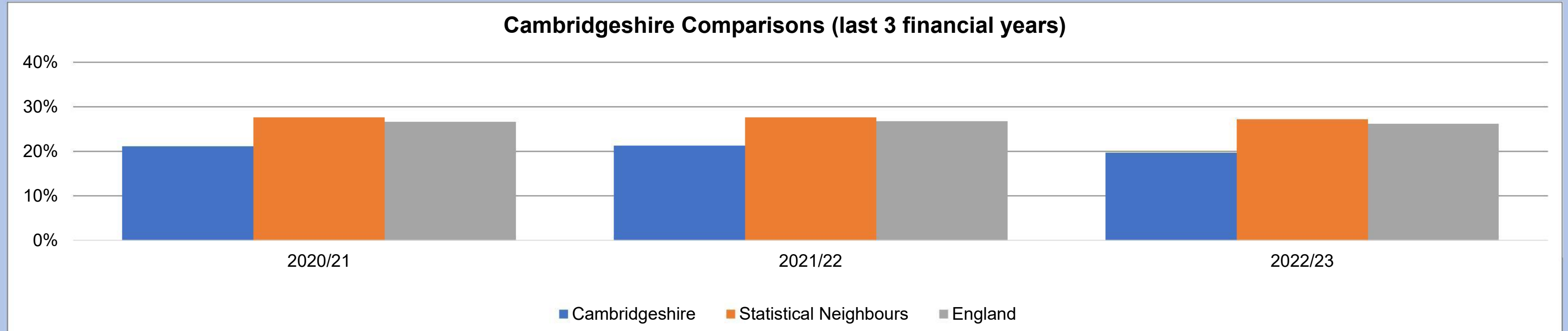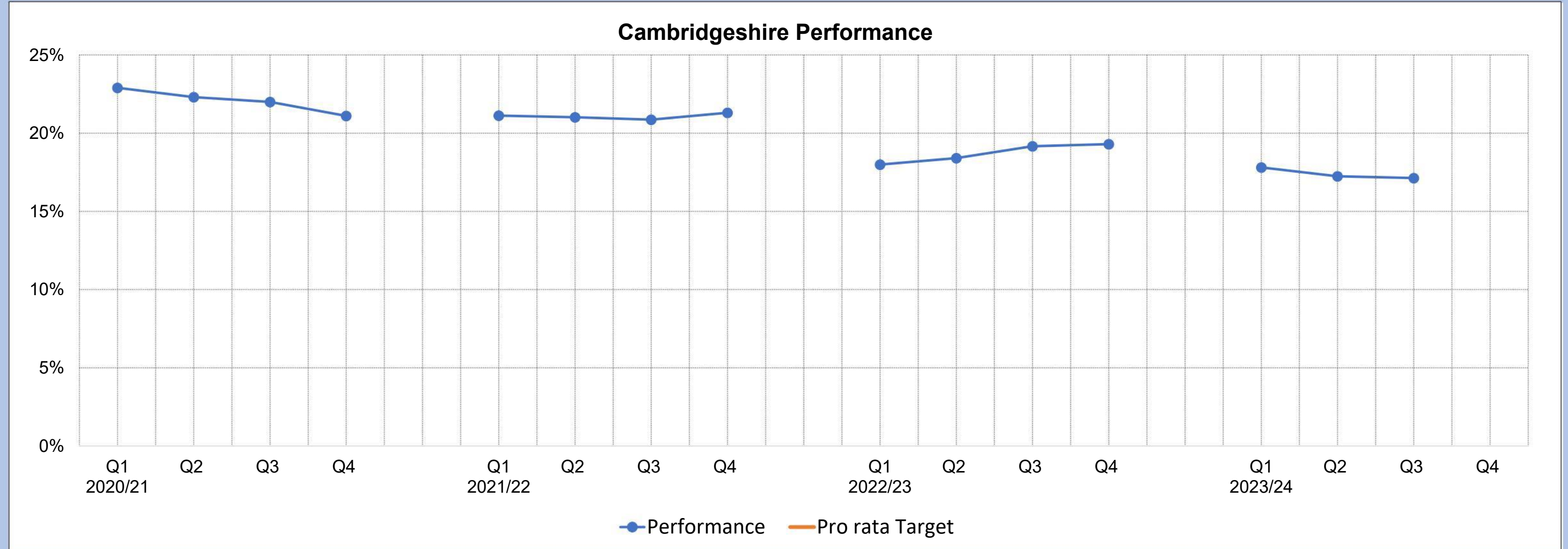
Both measures for self directed support and direct payments have also been split into two. They will focus on users and carers separately. This measure reflects the proportion of people who receive a direct payment either through a personal budget or other means.

Calculation:

(X/Y)*100

X = The number of users receiving direct payments and part direct payments at the end of the period.

Y = Clients aged 18 or over accessing long term support at the end of the period.

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Cambridgeshire Comparisons (last 3 financial years)

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

The percentage of people receiving direct payments in Q3 2023/24 continues to be low, reflecting the challenge in making direct payments an attractive solution. The continuing minor decrease compared to 2022/23 is predominantly due to increasing service user numbers, whilst the number of clients with direct payments has remained relatively stable (812 at the end of Q3 2022/23 compared to 808 for Q3 2023/24).

Our work with Community Catalyst around micro enterprises seeks to build more opportunities for people to use direct payments to access care and support opportunities local to them.
The council has recently introduced Individual Service Funds, a personal budget managed by a provider of the persons choice rather than held by themselves. This alongside the work to develop place based micro-enterprises within the Care Together programme should help to build on the range of options available.

Actions

Data contained in this report will be used to inform a target setting process and targets will be reported from Q4 onwards. We now have a programme manager in place to oversee the work to increase direct payments and hopefully this will support progress to begin to deliver a noticeable impact.

Indicator 140: Proportion of people receiving reablement who did not require long term support after reablement was completed

February 2024

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	86.4%	86.7%	Declining

Statistical Neighbour Mean	England Mean	RAG Rating
90.4%	91.0%	In Development

Indicator Description

This indicator shows the proportion of new clients who received short term services during the year, where no further request was made for ongoing support. Reablement support has best results for those who can be prevented from requiring long term care and support. However, it can also benefit people in receipt of long-term care and support by supporting improvement and enhancing their level of independence. Setting a target too high on this indicator can be a perverse incentive to reduce the service for those with more complex needs. A target should be set that reflects a balance of use. This indicator can be viewed alongside the trends on new clients with long term service outcomes (indicator 231) to ensure that more complex cases are not being diverted straight into long term care.

Short term support is designed to maximise independence. Therefore, it will exclude carer contingency and emergency support. This stops the inclusion of short term support services which are not reablement services.
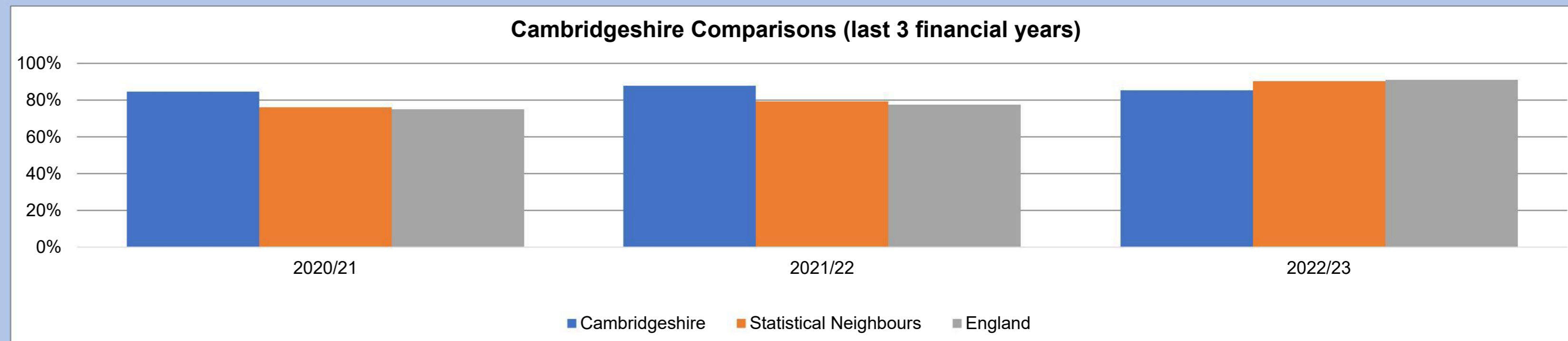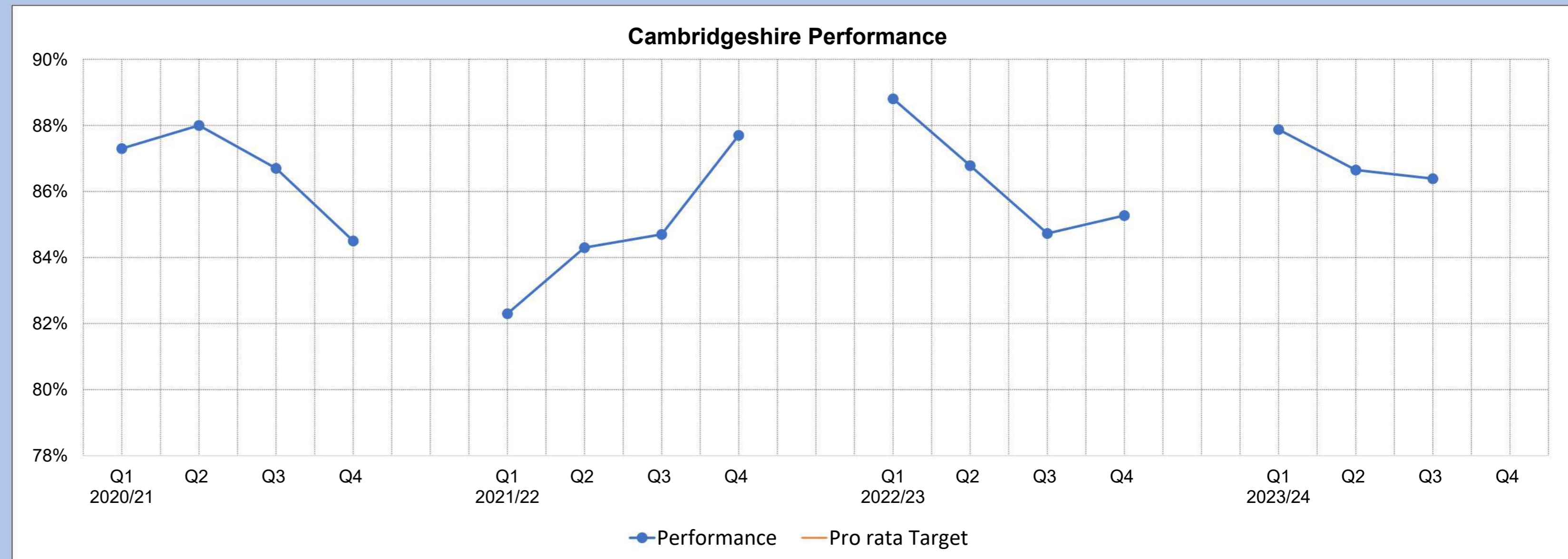
Calculation:

$(X/Y)*100$

Where:

X = Number of new clients where the sequel to "Short Term Support to maximise independence" was "Ongoing Low Level Support", "Short Term Support (Other)", "No Services Provided - Universal Services/Signposted to Other Services", or "No Services Provided - No identified needs".

Y = Number of new clients who had short term support to maximise independence. Clients with a sequel of either early cessation due to a life event, or who have had needs identified but have either declined support or are self funding are not included in this total.

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Cambridgeshire Comparisons (last 3 financial years)

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

Year to date figures for Q3 2023/24 are slightly higher than in 2022/23 (86.39% compared to 84.73%).

Actions

Data contained in this report will be used to inform a target setting process and targets will be reported from Q4 onwards

Indicator 234: % total people accessing long term support in the community aged 18-64 | **Return to Index** | **February 2024**

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
In Development	↑	91.2%	90.8%	Improving

Statistical Neighbour Mean	England Mean	RAG Rating
83.2%	85.1%	In Development

Indicator Description

We want people to be supported in a community setting whenever that is best for them. Community settings include sheltered housing and extra care housing. Residential and nursing homes are the right choice for those with the most complex needs but good performance on this indicator should reflect partnership working with housing to provide alternatives for housing with support. Using an indicator that splits ages helps monitor equity between client groups.
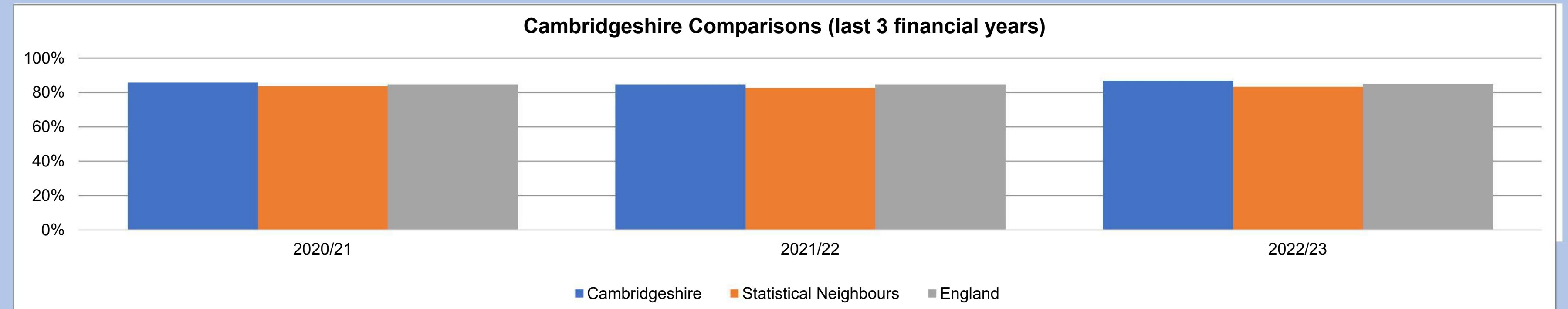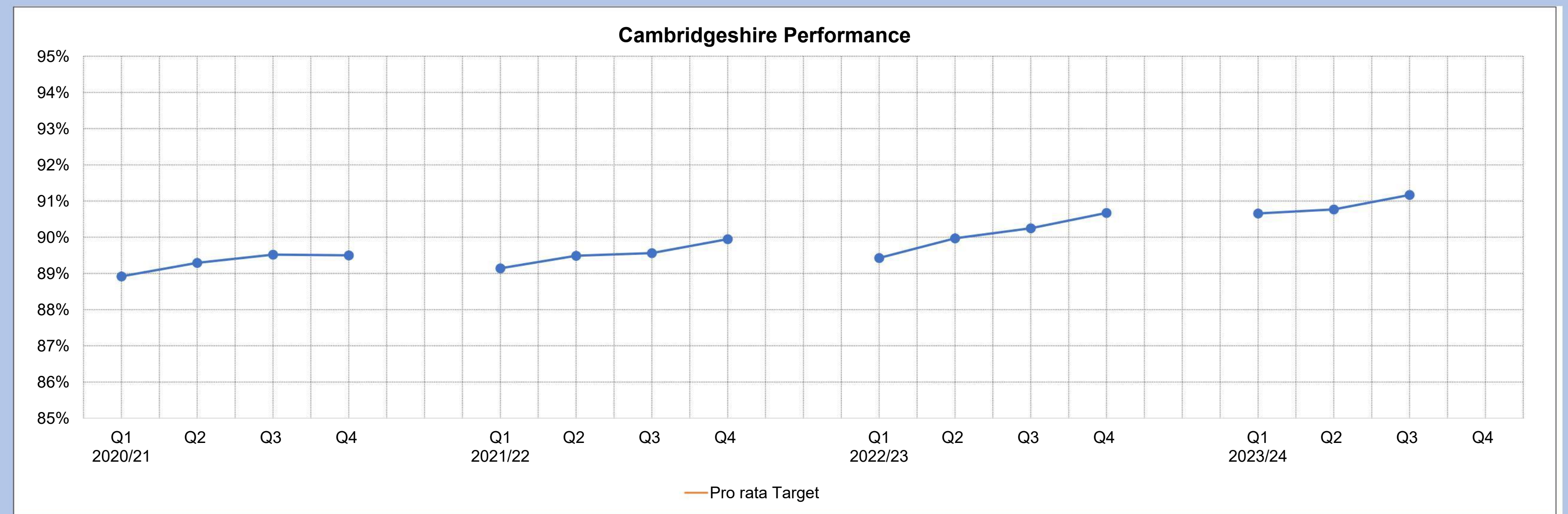
Calculation:

$(X/Y)*100$

Where:

X = Total number of people accessing long-term support in the community aged 18-64

Y = Total number of people accessing long-term support aged 18-64

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Cambridgeshire Comparisons (last 3 financial years)

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

There is a planned change to local reporting from Q1 2024/25 to align this indicator more closely with statutory reporting methodology.

The percentage of clients accessing long term support in the community aged 18-64 increased to slightly above the national average for the full year 2022/23. Performance has remained fairly static during 2023/24, with a rate of 91.17% across the first 3 quarters of the year, compared to 90.25% for the equivalent period in 2022/23.

Actions

Data contained in this report will be used to inform a target setting process and targets will be reported from Q4 onwards

Indicator 235: % total people accessing long term support in the community aged 65 and over

February   2024

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	63.2%	61.9%	Improving

Statistical Neighbour Mean	England Mean	RAG rating
58.9%	61.8%	In Development

Indicator Description

We want people to be supported in a community setting whenever that is best for them. Community settings include sheltered housing and extra care housing. Residential and nursing homes are the right choice for those with the most complex needs but good performance on this indicator should reflect partnership working with housing to provide alternatives for housing with support. Using an indicator that splits ages helps monitor equity between client groups.
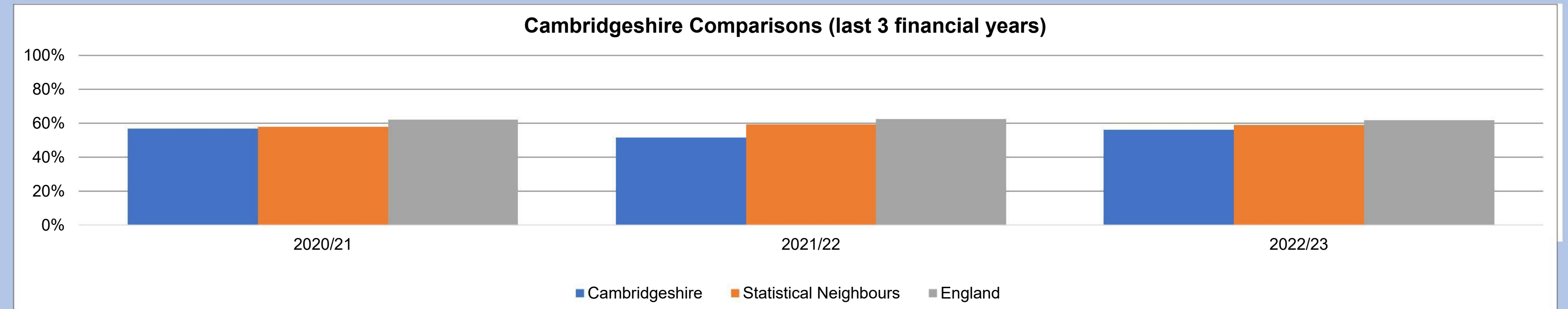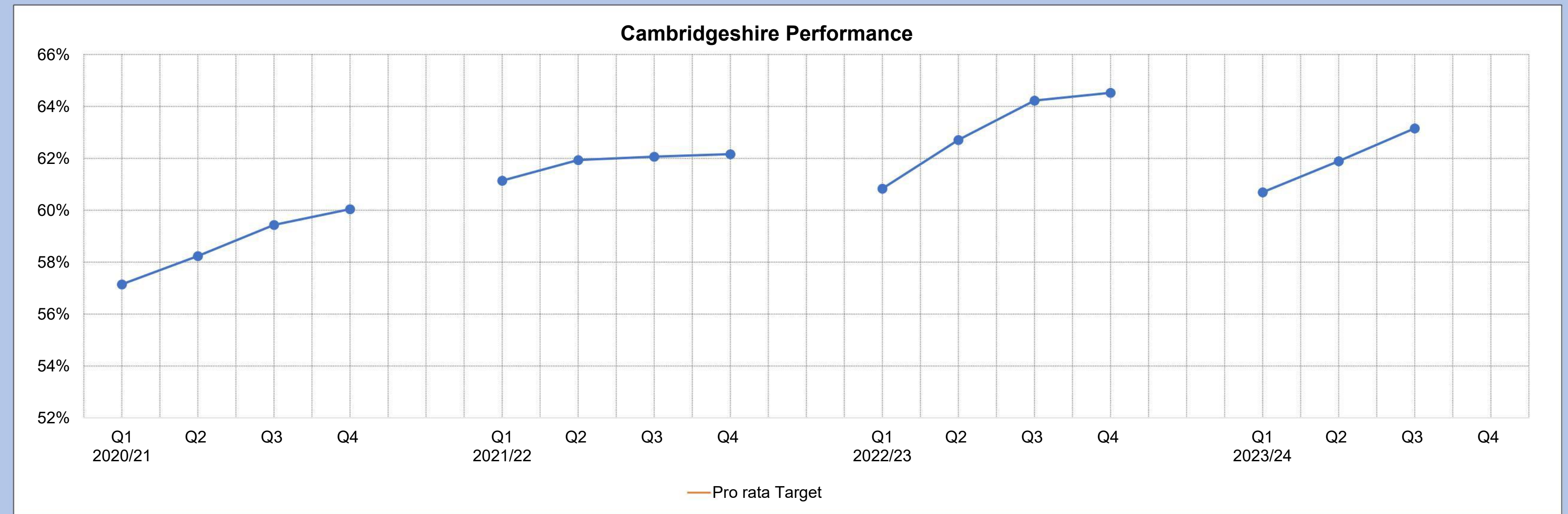
Calculation:

$(X/Y)*100$

Where:

X = Total number of people accessing long-term support in the community aged 65 and over

Y = Total number of people accessing long-term support aged 65 and over

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Cambridgeshire Comparisons (last 3 financial years)

Legend: ■ Cambridgeshire ■ Statistical Neighbours ■ England

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

There is a planned change to local reporting from Q1 2024/25 to align this indicator more closely with statutory reporting methodology.

The percentage of clients aged 65+ accessing long term support in the community has increased during the course of 2023/24, and is currently a similar level (63.15%) for the first three quarters of the year compared to the equivalent period in 2022/23 (64.23%).
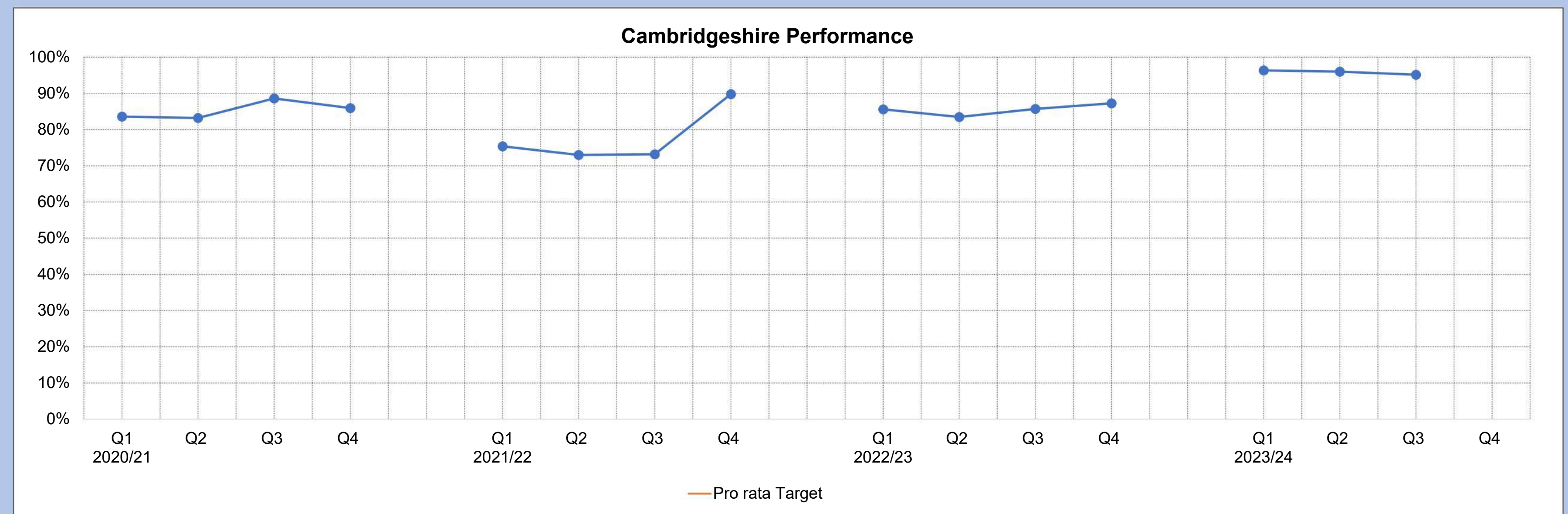
Actions

Data contained in this report will be used to inform a target setting process and targets will be reported from Q4 onwards

Indicator 236: Percentage of Cases where Making Safeguarding Personal (MSP) questions have been asked

February   2024

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	95.1%	96.0%	Declining

Statistical Neighbour Mean	England Mean	RAG Rating
81.8%	81.2%	In Development

Indicator Description

It is important when undertaking a safeguarding enquiry that the person to whom it relates is engaged and is able to say what they want as an outcome, where they have capacity to do so. This indicator monitors how well we are involving people in this way.
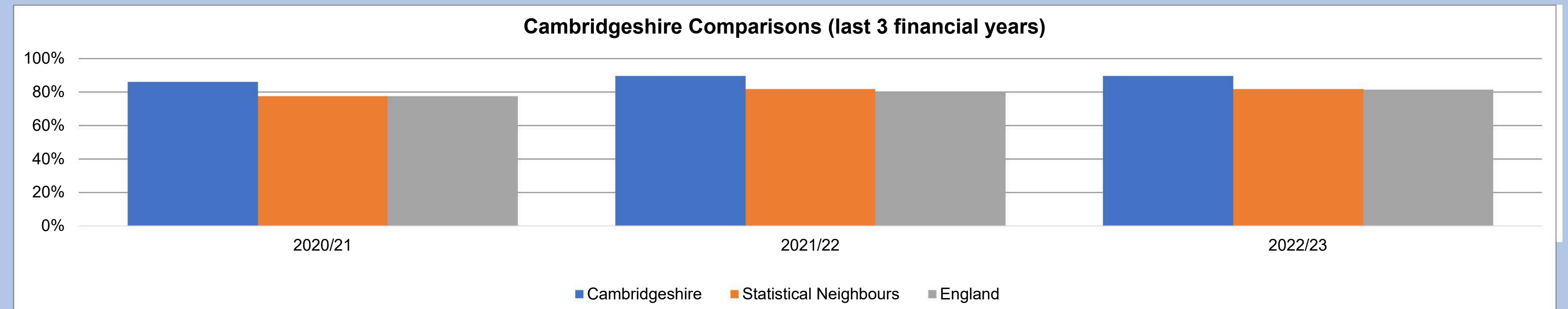
Calculation:

(X/Y)*100

Where:

X = The number of concluded enquiries where the adult or adult's representative was asked what their desired outcomes were

Y = The number of concluded enquiries

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

Cambridgeshire Comparisons (last 3 financial years)

■ Cambridgeshire   ■ Statistical Neighbours   ■ England

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

Performance in this area continues to be high compared to national and statistical neighbour averages.

During Q3 2023/24, a new Power BI dashboard was published to report on Making Safeguarding Personal outcomes throughout the year, plus provide visibility of data quality issues in recording practise. The high % of enquiries where outcomes were asked (95.15% year to date) is an increase compared to 2022/23 and suggests the making safeguarding personal approach is fully embedded into working practise.

Actions

Data contained in this report will be used to inform a target setting process and targets will be reported from Q4 onwards

Indicator 229: Percentages of safeguarding enquiries where risk has been reduced or removed

February 2024

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	89.1%	88.6%	Improving

Statistical Neighbour Mean	England Mean	RAG Rating
90.4%	91.0%	In Development

Indicator Description

This indicator tracks the effectiveness of safeguarding enquiries in reducing or removing risk. It should be viewed alongside indicators 236 and 105, which reflect the desired outcomes of the person at risk. This is to ensure that there is not a perverse incentive to go against the person's wishes and eliminate risk when that person has capacity to decide on a level of risk that is acceptable to them.
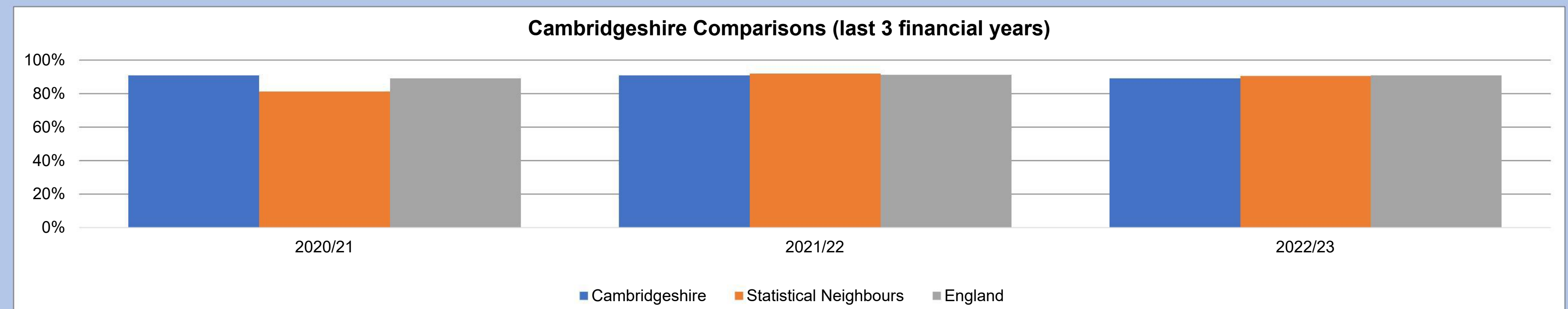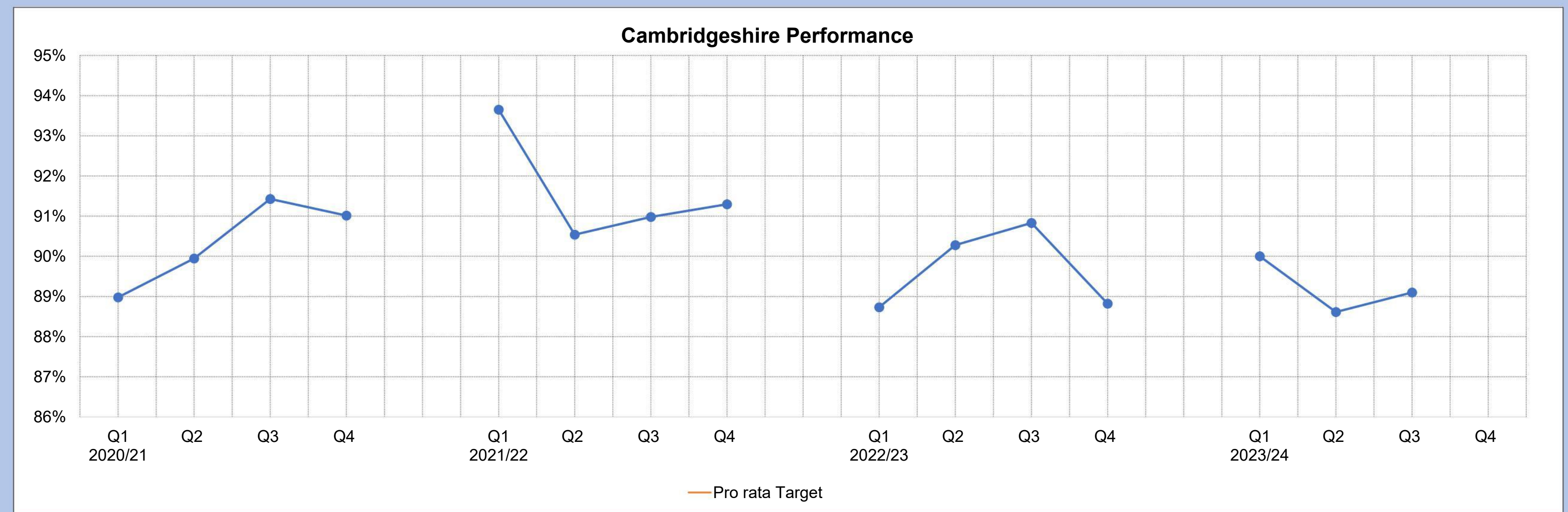
Calculation:

$(X/Y)*100$

Where:

X = The number of enquiries where the risk had been reduced or removed when the enquiry concluded

Y = The number of concluded enquiries where a risk was identified

Useful Links

Measures from the Adult Social Care Outcomes Framework from NHS Digital

The local area benchmarking tool from the Local Government Association

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

Cambridgeshire Performance

— Pro rata Target

Cambridgeshire Comparisons (last 3 financial years)

■ Cambridgeshire ■ Statistical Neighbours ■ England

Commentary

Please note, quarterly data reflects local reporting methods used to produce figures throughout the year. Year end data for Cambridgeshire and comparator groups is produced from statutory returns, which have recently been published for 2022/23. Please note that the CIPFA nearest neighbour comparison group for Cambridgeshire has changed for 2022/23.

During Q3 2023/24, a new Power BI dashboard was published to report on Making Safeguarding Personal outcomes throughout the year, plus provide visibility of data quality issues in recording practise.

Performance for the year to date Q3 2023/24 (89.1%) has been slightly lower than the equivalent period last year (90.83%), though with a small improvement across the last 3 months.

Actions

Data contained in this report will be used to inform a target setting process and targets will be reported from Q4 onwards