

**Adult Social Care and Communities Scrutiny
Committee
Quarter 3 Reporting 2019/20**












The following scorecards are enclosed:

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This report has been prepared by the Performance & Improvement Team using data up to 31/12/2019

Reporting Basis	
Year to Date	Performance accumulated over the year
Rolling Year	Average performance over a 12 month period
Annual	Performance measured once a year
Latest Quarter	Performance this quarter
Snapshot	Performance at a particular point in time
Forecast	Predicted position at the end of the year

Key to Symbols

	Performance better than tolerance
	Performance within tolerance
	Performance worse than tolerance
	No information
	Missing target
	No value
	Value Increasing (Smaller is Better)
	Value Decreasing (Smaller is Better)
	Value Increasing (Bigger is Better)
	Value Decreasing (Bigger is Better)
	No change
Bigger is better	A bigger value for this measure is good
Smaller is better	A smaller value for this measure is good
Plan is best	Where it is best for performance to be on target rather than above or below

Key to Symbols - Risk

The Gloucestershire Risk Matrix

Risk	Impact/Consequence				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
Almost certain (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Probable (3)	3	6	9	12	15
Possible (2)	2	4	6	8	10
Rare (1)	1	2	3	4	5

Risk Rating
(calculated by multiplying the Impact with the Likelihood of each risk)

Level of Risk	Score
Low	1 - 6
Moderate	7 - 12
High	13 - 25

Adult Social Care Performance

Cllr Kathy Williams / Cllr Carole Allaway-Martin

Employment & Settled Accommodation

Quarterly Trend Analysis - Against a Target										
	Good Performance High/Low	Reporting Basis	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Dec-19		Comments Dec-19	Comparator Group
The Proportion of Adults in contact with secondary mental health services living independently with or without support	Bigger is Better	Quarterly	87.0%	88.0%	87.0%	87.0%	80.0%	★		54.7%
The Proportion of Adults with a learning disability who live in their own home or with their family	Bigger is Better	Monthly	76.3%	76.3%	76.5%	76.7%	75.0%	★		76.7%
Total number of people in Employment with a Disability (or work limiting health condition) supported by GCC Forward Services	Bigger is Better	Quarterly			362	379	380	●		
Proportion of people with a Disability (or work limiting health condition) supported by GCC Forward Services in Employment for more than 52 weeks	Bigger is Better	Quarterly			75.0%	85.5%	75.0%	★		

Reablement & Preventative

Quarterly Trend Analysis - No Target								
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Comments Dec-19
Number of Adults in Reablement/Enablement	Bigger is Better	Snapshot	329	348	315	261	199	
Number of Adults in other care (i.e Preventative)	Bigger is Better	Snapshot	496	720	723	665	512	
% of clients with more than 1 episode of reablement in the last 12 months	Smaller is Better	Latest Quarter			32.7%	35.6%	29.3%	During Quarter 3 there were 400 adults starting reablement of which 177 had a previous period of reablement in the last 12 months (29.3%).
% of clients who need no long term care after their period of reablement	Bigger is Better	Latest Quarter	89.6%	85.9%	87.3%	85.3%	85.0%	This indicator now includes data for OP, PD, LD and MH clients (and performance for Quarters 1 & 2 has been updated to reflect this). In Quarter 3 526 of the 619 individuals ending reablement required no long term care

Admissions & Transfers

Quarterly Trend Analysis - Against a Target											
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Dec-19		Comments Dec-19	Comparator Group
Permanent admissions 18-64 to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	16.5	16.3	15.7	12.1	9.2	12.0	★		15.2

Quarterly Trend Analysis - Against a Target											
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Dec-19		Comments Dec-19	Comparator Group
Permanent admissions aged 65+ to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	482.6	560.0	450.0	436.4	409.0	472.0	★		555.9

Quarterly Trend Analysis - Against a Target (In Arrears)											
	Good Performance High/Low	Reporting Basis	Qtr Sep-18	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Target Sep-19		Comments Sep-19	Comparator Group
Delayed transfers of care from hospital due to Adult Social Care per 100,000 population	Smaller is Better	Rolling Year	4.19	4.51	4.75	4.93	5.06	4.90	●		5.50

Long Term Care

Quarterly Trend Analysis - No Target										
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19		Comments Dec-19	
Number of Adults in Community Care	Smaller is Better	Snapshot	3,185	3,200	3,209	3,199	3,168		The number of adults (OP, PD and LD) in Community Care has reduced by 0.5% compared to the same time last year, however the number is above the target set within the Adult Single Programme.	
Number of Adults in Residential Care	Smaller is Better	Snapshot	1,263	1,289	1,294	1,283	1,233		The number of adults (OP, PD and LD) in Residential Care has reduced by 2.4% compared to the same time last year, however the number is above the target set within the Adult Single Programme. This is predominantly down to the continued rise in the number of Dementia individuals being supported.	
Number of Adults in Nursing Care	Smaller is Better	Snapshot	657	632	651	652	624		The number of adults (OP, PD and LD) in Nursing Care has reduced by 5.0% compared to the same time last year, however the number is above the target set within the Adult Single Programme. As with residential care this is predominantly down to the continued rise in the number of Dementia individuals being supported.	

Quarterly Trend Analysis - Against a Target										
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Dec-19		Comments Dec-19
% of Service Users who have had a review/ re-assessment of their needs within the last 12 months	Bigger is Better	Snapshot	73.1%	68.6%	61.7%	53.8%	46.1%	80.0%	▲	
Average number of weeks an individual waits for a Carers Assessment	Smaller is Better	Snapshot			1.0	1.3	3.0	6.0	★	

Customer Services

Quarterly Trend Analysis - Against a Target										
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Qtr Dec-19		Comments Dec-19
% of calls offered that are answered	Bigger is Better	Latest Quarter	90%	94%	96%	96%	98%	95%	★	Improved staffing availability, a significant downturn in calls over the quarter and improved filtering of calls via automated routing on the switchboard combined to give a 99% answered rate in Nov and Dec. This will be monitored as the new phone system embeds.
% of ASC contacts signposted or closed	Bigger is Better	Latest Quarter	31.7%	32.7%	34.2%	32.0%	33.0%	33.0%	●	

Adult Social Care: ASCOF

Annual Trend Analysis - No Target (1 Year in Arrears)									
	Good Performance High/Low	Reporting Basis	Qtr Mar-15	Qtr Mar-16	Qtr Mar-17	Qtr Mar-18	Qtr Mar-19	Comments Mar-19	Comparator Group
Social care reported quality of life	Bigger is Better	Annual	19.3	19.4	19.7	19.1	19.6		18.1
The proportion of those using social care who say they have control over their daily lives	Bigger is Better	Annual	78.0%	79.2%	81.9%	77.5%	79.7%		74.5%
Carer reported Quality of Life	Bigger is Better	Annual	7.4	7.4	7.4	7.4	7.4		7.0
Overall satisfaction of people who use services with their care and support	Bigger is Better	Annual	66.9%	65.7%	69.0%	63.5%	67.4%		62.9%

Prevention, Wellbeing and Communities

Cllr Tim Harman

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Qtr Dec-19		Comments Qtr Dec-19
% of eligible patients offered a NHS Health Check	Bigger is Better	Latest Quarter	2.0%	2.5%	4.4%	4.0%	3.4%	5.0%	▲	<p>Note: performance data is now being taken from an alternative source due to technical issues with the external tool previously used to collate GP performance data. This may result in some variance from previously reported trends.</p> <p>The data is based on GP submissions. A small number of submissions are outstanding; and the Q3 return will be updated when these are received.</p> <p>The percentage of the eligible population who have been invited for an NHS Health Check has fallen slightly on Q2, but remains in line with the SW average for this indicator. Some variance between quarters is to be expected as GPs will differ in how they phase their invites across the year.</p>
% of all customers who achieve a significant risk factor improvement	Bigger is Better	Latest Quarter	72.0%	68.0%	72.0%	70.0%	70.0%	75.0%	▲	<p>Overall the numbers achieving a significant risk factor improvement has remained stable but below target with 70% (725/1040) being achieved in Q2 compared to 70% (813/1167) in Q3.</p> <p>Of the 354 people that did not achieve the threshold for significant improvement 220 made some improvement in achieving their behaviour change goal. Therefore in total 89% (1033/1167) made some improvement that will impact on their health.</p> <p>We are undertaking a piece of work with the performance team to do a 'deep dive' into this data to explore ways to improve performance and understand the impact that each lifestyle behaviour has on the overall ability to reach the target.</p>

Quarterly Trend Analysis - No Target (1 Quarter in Arrears)

	Good Performance High/Low	Reporting Basis	Qtr Sep-18	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Comments Qtr Sep-19	Comparator
% of infants being breastfed at 6-8 weeks (breastfeeding prevalence)	Bigger is Better	Rolling Year	54.3%	53.7%	56.3%	54.6%	54.3%	<p>Q2 is in line with previous quarters but result remains below the local aim of 58%. The retention rate of mothers recorded as breastfeeding at 2 weeks who are still breastfeeding at 8 weeks is 80.5%. Through the the health visiting service GCC commissions targeted support for areas with lower rates of uptake and younger mums .</p> <p>A Breastfeeding Social marketing pilot has started in Gloucester city aiming to test and learn what localised support could be most effective in areas of lowest prevalence. Further initiatives contributing to increasing Breastfeeding rates are facilitated by the Gloucestershire Infant Feeding Strategic partnership led by GCC.</p>	43.8%

Quarterly Trend Analysis - Against a Target (1 Quarter in Arrears)

	Good Performance High/Low	Reporting Basis	Qtr Sep-18	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Target Qtr Sep-19		Comments Qtr Sep-19	Comparator
% of pregnant smokers achieving a 4 week quit	Bigger is Better	Latest Quarter	80.6%	64.0%	52.3%	78.5%	77.2%	70.0%	★	<p>Data for this indicator is reported a quarter behind to be in line with national reporting requirements.</p> <p>Q2 achievement is 77.2% (34/44) against a target of 70%, compared to 78.5% (44/56) for Q1.</p> <p>The % of pregnant women achieving a 4 week quit is broken down into those accessing support from the Healthy Lifestyles Service (HLS) and those receiving support via the Public Health Enhanced Service (PHES) contracts with GP's and Pharmacy's. Last quarter the PHES achieved 16.6% (1/6) quit rate but in Q2 this was 0% (0/4). HLS achieved 85% quit rate (34/40) compared to 86% 43/50) in Q1.</p> <p>Although the % is stable across the last 2 quarters, this quarter we have seen a lower number of women coming into the service (40 in Q2 compared to 50 in Q1). The service received fewer referrals this quarter and it was also more difficult to make contact with women to arrange support due to the summer holiday period.</p> <p>This performance is significantly above the national average of 50%</p>	

Quarterly Trend Analysis - Against a Target (1 Quarter in Arrears)											
	Good Performance High/Low	Reporting Basis	Qtr Sep-18	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Target Qtr Sep-19		Comments Qtr Sep-19	Comparator
Proportion of adult alcohol misusers who have left treatment successfully	Bigger is Better	Latest Quarter	32.6%	32.1%	38.7%	37.7%	38.8%	35.0%	★	Performance continues to improve and achieves the contract requirement. The provider require minimum of 8 further completions to be in the Public Health England top quartile of comparator areas	36.3%
Proportion of all Opiate Users in treatment, who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Latest Quarter	4.6%	5.3%	7.0%	7.5%	7.5%	6.3%	★	Performance continues to improve and achieves the contract requirement. The provider is in the Public Health England top quartile of comparator areas	5.1%
Proportion of all Non-Opiate Users in treatment, not representing 6 months after completion	Bigger is Better	Latest Quarter	27.2%	26.9%	32.5%	32.8%	33.4%	28.3%	★	Performance has dipped slightly but achieves the contract requirement. The provider remains in the Public Health England top quartile of comparator areas	30.8%
% of Universal partnership plus infants who receive a new birth visit by 30 days old	Bigger is Better	Latest Quarter	94.1%	100.0%	100.0%	97.2%	98.4%	100.0%	●	Families are categorised by level of need indicators Universal (U), Universal Plus (UP) and Universal partnership plus (UPP). These are nationally recognised offers in Health Visiting. This indicator relates to the highest need category (UPP). From a cohort of 60 eligible UPP children 45 received their new birth visit within 14 days and a further 14 UPP children within the 30 days timeframe. The remaining child was not seen as following discharge from NICU went into foster placement out of county.	
% of Universal Partnership Plus children who received a 12 month review by the age of 15 months	Bigger is Better	Latest Quarter	90.3%	96.2%	95.8%	93.8%	93.8%	100.0%	●	Families are categorised by level of need indicators Universal (U), Universal Plus (UP) and Universal partnership plus (UPP). These are nationally recognised offers in Health Visiting. This indicator relates to the highest need category (UPP). From a cohort of 81 eligible UPP children 76 received their one year review and of the remaining 5 reasons were non attendance, declined and movement into area so delayed. These children will have their appointment rebooked as per protocol for UP and UPP children. The number of children that have had their 12 month review by 15 months has remained over 90% .	

Three Year Average Trend Analysis - Against a Target											
	Good Performance High/Low	Reporting Basis	Qtr Mar-16 (12-14)	Qtr Mar-17 (13-15)	Qtr Mar-18 (14-16)	Qtr Mar-19 (15-17)	Qtr Dec-19 (16-18)	Target Qtr Dec-19		Comments Qtr Dec-19	Comparator
Suicide rate per 100,000 Population	Smaller is Better	3 Year Average	12.2	10.6	10.8	9.8	10.4	9.6	▲		10.0

Public Protection, Parking & Libraries
Cllr Dave Norman

Trading Standards

Quarterly Trend Analysis - Against a Target										
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Qtr Dec-19		Comments Qtr Dec-19
% achieved positive outcome with respect to activities	Bigger is Better	Latest Quarter	92.00	93.00	96.00	96.00	95.00	90.00	★	

Fire & Rescue

Quarterly Trend Analysis - Against a Target										
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Qtr Dec-19		Comments Qtr Dec-19
Number of Safe and Well visits undertaken	Bigger is Better	Year to Date	6,033	8,058	1,626	3,044	4,395	6,033	▲	The aspirational annual target of 8,000 Safe and Well visits is starting to drop off as crews undertake more complex and time consuming visits. Following a change in structure across the Service operational crews are also dedicating more time to core operational training, this time in turn has been taken away from the time allocated to Safe and well visits. To balance this, the Prevention department have employed dedicated staff and new admin to assist in the booking of visits and assist with the more complex Safe and Well visits. Over time the numbers will start to increase towards the target. GFRS strive to deliver against the target, but understand that these changes will take time to embed so may continue to see a reduced number until the available resource is fully embedded.
% of incidents of dwelling fires attended within 8 minutes - Risk Category 1	Bigger is Better	Latest Quarter	92.9%	93.0%	60.0%	90.5%	90.0%	80.0%	★	
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	77.0%	78.0%	82.0%	78.0%	80.0%	75.0%	★	
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	94	64	65	84	55	67	★	

Libraries

Quarterly Trend Analysis - No Target								
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Comments Qtr Dec-19
Number of light-touch business interactions supported by the Growth Hubs	Bigger is Better	Year to Date			276	185	228	

Quarterly Trend Analysis - Against a Target										
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Dec-19		Comments Qtr Dec-19
Number of active borrowers of e-stock	Bigger is Better	Year to Date	19,525	27,490	8,386	15,448	21,975	18,000	★	

Road Safety

Quarterly Trend Analysis										
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Forecast Qtr Dec-19		Comments Qtr Dec-19
Number of killed and seriously injured people	Smaller is Better	Year to Date	203	282	63	153	236	214	▲	The number of killed or seriously injured casualties has increased over the past two quarters. This increase may be as a result of more accurate data being supplied to us by Gloucestershire Constabulary, following the return of Roads Policing to cover just the County's area in April.
Number of killed and seriously injured children	Smaller is Better	Year to Date	6	8	5	11	14	11	▲	Incidents among young people were unexpectedly low in 2018/19, forecasts may be too low based on this anomalous year. Incident numbers in the first three quarters of 2019/20 reflect similar levels to 2017/18. The increase in reported incidents maybe as a result of more accurate data being supplied to us by Gloucestershire Constabulary.
Number of killed and seriously injured older people	Smaller is Better	Year to Date	52	69	16	33	55	50	●	

Strategic Risk Summary

Strategic Risk 5: Organisational Change Programmes (New Qtr 3 19/20)

Ref.	Risk	Owner	Inherent Risk					Residual Risk Qtr Dec-19	Direction of Travel	Mitigating Actions
SR5.3	Provider failures result in the council being unable to achieve its strategic objectives	Willcox, Margaret	High 25					Moderate 10		

Strategic Risk 7: Safeguarding Children & Young People and Adults

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Dec-18	Residual Risk Qtr Mar-19	Residual Risk Qtr Jun-19	Residual Risk Qtr Sep-19	Residual Risk Qtr Dec-19	Direction of Travel	Mitigating Actions
SR7.1	Failure to protect vulnerable adults in Gloucestershire from abuse neglect in situations that potentially could have been predicted and prevented.	Willcox, Margaret	High 20	Moderate 10	Moderate 10	Moderate 10	Moderate 10	Moderate 10	→	The Safeguarding Adults Road Shows are due to commence this quarter. The target audience this year is staff from the voluntary and community sector. The sessions will be held at various locations across the county and will be raising awareness about responding to safeguarding concerns, the Mental Capacity Act and learning from Safeguarding Adults Reviews.

Strategic Risk 7: Safeguarding Children & Young People and Adults (New Quarter 1 2018/19)

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Dec-18	Residual Risk Qtr Mar-19	Residual Risk Qtr Jun-19	Residual Risk Qtr Sep-19	Residual Risk Qtr Dec-19	Direction of Travel	Mitigating Actions
SR7.6	Unable to support all those who can, to live independently at home, because demand for home care services outstrips available capacity. Resulting in the reliance on temporary respite/alternative bed based care in lieu of home care	Willcox, Margaret	High 20	High 15	High 15	High 15	High 15	High 15	→	Continued Focus on Integrated brokerage and Commissioning to respond quicker to people leaving hospital and to support local providers.

Strategic Risk 7: Safeguarding Children & Young People and Adults (New Quarter 3 2019/20)

Ref.	Risk	Owner	Inherent Risk					Residual Risk Qtr Dec-19	Direction of Travel	Mitigating Actions
SR7.8	Risk of legal action being taken against the Local Authority due to failure to complete a Deprivation of Liberty assessment within the stated time lines. Since a significant and sudden change in the law due to a Supreme Court Judgement in March 2014 there is an excessively high demand for best interest assessments to be carried out for Deprivation of Liberty (DoLS) authorisations.	Willcox, Margaret	High 20					Moderate 9		NEW RISK. All DoLS applications and reviews are prioritised in line with the ADASS screening tool. ADASS guidance is followed to identify 'technical' (low risk) breaches and 'substantive' (high risk) breaches. MTFS bid made for additional staff to address the backlog and prepare for the forthcoming change in legislation. Review exercise undertaken periodically on the outstanding applications to monitor changes in circumstance and potential increased risk.

Strategic Risk 10: Emergency Response & Business Continuity Threats

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Dec-18	Residual Risk Qtr Mar-19	Residual Risk Qtr Jun-19	Residual Risk Qtr Sep-19	Residual Risk Qtr Dec-19	Direction of Travel	Mitigating Actions
SR10.1	Failure of the Council or a key partner to effectively respond to a major incident such as flooding that results in community disruption and failure to return to normal, within required timescales.	Bowcock, Wayne	High 15	Moderate 9	Moderate 9	Moderate 9	Moderate 9	Moderate 9	→	

Strategic Risk 10: Emergency Response & Business Continuity Threats (New Qtr 3 19/20)

Ref.	Risk	Owner	Inherent Risk					Residual Risk Qtr Dec-19	Direction of Travel	Mitigating Actions
SR10.4	Due to insufficient business continuity management arrangements failure of the Council or a key partner to effectively deliver their statutory services, resulting in community disruption and failure of corporate objectives.	Bowcock, Wayne	High 16					Moderate 12		A review of business continuity management has been undertaken and briefed to CLT. Support being provided to the Business Continuity Board to develop, review and arrange testing of Business Continuity Plans across GCC.