

**Adult Social Care and Communities Scrutiny
Committee
Quarter 1 Reporting 2020/21**












The following scorecards are enclosed:

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This report has been prepared by the Performance & Improvement Team using data up to 30/06/2020

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 target
	Performance worse than target
	Performance significantly worse than target
	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 Likelihood	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 Sep-19	Qtr Dec-19	Qtr Mar-20	Qtr Jun-20	Target Jun-20		Comments Jun-20	Comparator Group
% of Adults receiving secondary Mental Health services in settled accommodation	Bigger is Better	Quarterly	87.0%	87.0%	87.0%	87.0%	80.0%	★		55.2%
% of Adults with Learning Disabilities in settled accommodation	Bigger is Better	Monthly	77.2%	77.5%	77.5%	77.6%	75.0%	★		70.6%

Reablement & Preventative

Quarterly Trend Analysis - No Target										
	Good Performance High/Low	Reporting Basis	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Qtr Jun-20		Comments Jun-20	
% 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%	32.8%	24.1%		During Q1 there were 381 individuals who started reablement. of which 92 had more than 1 episode of reablement in the last 12 months	
% of clients who need no long term care after their period of reablement	Bigger is Better	Latest Quarter	87.3%	85.3%	85.0%	89.4%	90.1%			

Admissions & Transfers

Quarterly Trend Analysis - Against a Target											
	Good Performance High/Low	Reporting Basis	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Qtr Jun-20	Target Jun-20		Comments Jun-20	Comparator Group
Permanent admissions 18-64 to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	16.0	12.4	9.7	8.9	5.4	12.0	★		16.0
Permanent admissions aged 65+ to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	452.3	445.3	457.9	453.4	400.0	472.0	★		527.6

Quarterly Trend Analysis - Against a Target (In Arrears)											
	Good Performance High/Low	Reporting Basis	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Target Mar-20		Comments Mar-20	Comparator Group
Delayed transfers of care from hospital due to Adult Social Care per 100,000 population	Smaller is Better	Rolling Year	4.75	4.93	5.06	5.04	5.49	4.90	▲	DTOC Figures were suspended from 1 March 2020 due to COVID-19. This figure is for February 2020.	3.80

Long Term Care

Quarterly Trend Analysis - Against a Target										
	Good Performance High/Low	Reporting Basis	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Qtr Jun-20	Target Jun-20		Comments Jun-20
% of Service Users who have had a review/ re-assessment of their needs within the last 12 months	Bigger is Better	Snapshot	64.1%	57.0%	50.1%	36.4%	30.7%	50.0%	▲	
Average number of weeks an individual waits for a Carers Assessment	Smaller is Better	Snapshot	1.0	1.3	3.0	2.6	21.6	6.0	▲	Average number of weeks taken has significantly increased to 21 for Q1. This is due to issues surrounding their new Anteris system, a new reporting process and the impact of Covid-19. People Plus are working towards a system upgrade which will allow them to 'sleep' carers and then reactivate the record when a Carer represents with need for an assessment.

Adult Safeguarding

Quarterly Trend Analysis - No Target								
	Good Performance High/Low	Reporting Basis	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Qtr Jun-20	Comments Qtr Jun-20
% of Section 42 enquiries this quarter where the risk was reduced or removed	Bigger is Better	Latest Quarter	88.0%	88.1%	87.7%	90.4%	90.2%	

Learning Disabilities

Annual - No Target									
	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
% of Adults with Learning Disabilities in Employment	Bigger is Better	Annual	8.3%	8.7%	6.8%	6.4%	3.1%		5.9%

Adult Social Care: ASCOF

Annual Trend Analysis - No Target (1 Year in Arrears)									
	Good Performance High/Low	Reporting Basis	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	19.4	19.7	19.1	19.6		18.1	
Carer reported Quality of Life	Bigger is Better	Annual	7.4	7.4	7.4	7.4		7.0	

Prevention, Wellbeing and Communities

Cllr Tim Harman

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

	Good Performance High/Low	Reporting Basis	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Target Qtr Mar-20		Comments Qtr Mar-20	Comparator
% of pregnant smokers achieving a 4 week quit	Bigger is Better	Latest Quarter	52.3%	78.5%	77.2%	90.0%	94.0%	70.0%	★	Number of pregnant smokers that achieved 4 week quit was 46/49	n/a
Proportion of adult alcohol misusers who have left treatment successfully	Bigger is Better	Latest Quarter	38.7%	37.7%	38.8%	39.9%	38.8%	35.0%	★	Performance dipped slightly in q4 but remains above the contract expectation target .	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	7.0%	7.5%	7.5%	7.4%	6.2%	6.3%	●	Performance dipped slightly in q4 but remains within the top quartile of Public health England's comparator families	5.1%
Proportion of all Non-Opiate Users in treatment, not representing 6 months after completion	Bigger is Better	Latest Quarter	32.5%	32.8%	33.4%	35.1%	32.5%	32.2%	★	Performance dipped slightly in q4 and requires another 7 clients to be in the top quartile of Public health England's comparator families	30.8%

Annual Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Mar-17	Qtr Mar-18	Qtr Mar-19	Qtr Mar-20	Qtr Mar-20	Comments Qtr Mar-20	Comparator
% Reception Children overweight including obesity	Smaller is Better	Annual	22.2%	24.5%	23.8%	22.0%	22.0%	The data shown here is for the year 2018/2019 (reported annually in arrears). Gloucestershire is in the upper middle percentile of comparator authorities for this measure. The NCMP measurement programme was paused in response to Covid-19 and it is anticipated that it will not be reinstated until January 2021.	22.0%
% Year 6 Children overweight including obesity	Smaller is Better	Annual	32.1%	31.1%	32.1%	31.9%	31.9%	The data shown here is for the period 2018/2019 (reported in arrears). Gloucestershire is very similar to the comparator group average of 31.5%. The NCMP weight measurement programme was paused in response to Covid-19 and it is anticipated it will not be reinstated until January 2021.	31.7%

Three Year Average Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-16 (12-14)	Qtr Sep-17 (13-15)	Qtr Sep-18 (14-16)	Qtr Sep-19 (15-17)	Qtr Jun-20 (16-18)	Target Qtr Jun-20		Comments Qtr Jun-20	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	▲	The figure reported here is the 2016-2018 3 year trend. There is an audit underway and it is anticipated the 3year trend for 2017-2019 will be updated towards the end of this financial year.	10.3

Public Protection, Parking & Libraries
Cllr Dave Norman

Fire & Rescue

Quarterly Trend Analysis - Against a Target										
	Good Performance High/Low	Reporting Basis	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Qtr Jun-20	Target Qtr Jun-20		Comments Qtr Jun-20
Number of Safe and Well visits undertaken	Bigger is Better	Year to Date	1,626	1,418	1,351	1,089	174	1,500	▲	Drop in productivity due to change to working practices following Covid-19 risk assessment
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	82.0%	78.0%	80.0%	83.0%	85.0%	75.0%	★	Of the safe and well visits that are being carried out. Those that are deemed highest risk have been targeted. SLT have recently agreed a change to the risk categorisation model which will see more focussed approach to the most vulnerable.
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	65	84	55	66	53	68	★	We would expect to see slightly fewer accidental dwelling fires in the warmer months in line with standard seasonal variance.
Average Response times to dwelling fires	Smaller is Better	Latest Quarter					9.3	9.5	★	Targeted work around eliminating false data through not booking in attendance continues and is having a positive impact. A reduction in overall incidents throughout this period has also had a positive effect on the data for Q1

Libraries

Quarterly Trend Analysis - No Target								
	Good Performance High/Low	Reporting Basis	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Qtr Jun-20	Comments Qtr Jun-20
Number of light-touch business interactions supported by the Growth Hubs	Bigger is Better	Year to Date	276	185	228	161	0	Due to COVID lockdown period, no business interactions have been taking place.

Road Safety

Quarterly Trend Analysis										
	Good Performance High/Low	Reporting Basis	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Qtr Jun-20	Forecast Qtr Jun-20		Comments Qtr Jun-20
Number of killed and seriously injured people	Smaller is Better	Calendar Year to Date	63	153	236	316	85	65	▲	Calendar year, year to date. Reporting January - March. The number of killed or seriously injured casualties being reported has increased in the past year. This increase may be as a result of more accurate data being supplied to us by Gloucestershire Constabulary, as well as the return of Roads Policing to cover just the County's area in April of last year.

Strategic Risk Summary

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

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Dec-19	Residual Risk Qtr Mar-20	Residual Risk Qtr Jun-20	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	Moderate 10	Moderate 10	→	During this period of the pandemic, in addition to a wide range of support, training, advice and guidance, we are using the Supplier Relief Fund to give a temporary fee uplift of 10% to all adult care providers and are issuing the Infection Control Fund in accordance with the conditions to care homes and domiciliary care providers.

Strategic Risk 7: Safeguarding Children & Young People and Adults

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Jun-19	Residual Risk Qtr Sep-19	Residual Risk Qtr Dec-19	Residual Risk Qtr Mar-20	Residual Risk Qtr Jun-20	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	→	Learning from Safeguarding Adults Reviews (SARs), which are multiagency, is reported to the Adult Safeguarding Board and widely disseminated to inform future practice and future decision making. The Safeguarding Team regularly review their practice in line with lessons learnt from a range of sources.

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

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Jun-19	Residual Risk Qtr Sep-19	Residual Risk Qtr Dec-19	Residual Risk Qtr Mar-20	Residual Risk Qtr Jun-20	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	→	Whilst there has been some reduction in demand for home care during the pandemic, we continue to support providers, both practically and financially, as per SR5.3, to ensure people can be cared for at home whenever possible. Bed based capacity as an alternative continues to be an available option.

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

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Dec-19	Residual Risk Qtr Mar-20	Residual Risk Qtr Jun-20	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	Moderate 9	Moderate 9	→	Guidance produced by ADASS is used to prioritise the applications received to ensure that "substantive" breaches of the DoLS regulations are minimised to mitigate the risk of legal action being taken against the Local Authority. Gloucestershire's Supervisory Body has oversight of the authorisation process and the backlog of applications. Outstanding applications are periodically reviewed and re-prioritised as necessary

Strategic Risk 10: Emergency Response & Business Continuity Threats

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Jun-19	Residual Risk Qtr Sep-19	Residual Risk Qtr Dec-19	Residual Risk Qtr Mar-20	Residual Risk Qtr Jun-20	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	→	Additional 4 members of the Civil Protection Team have been recruited to improve resilience and assisting the council to effectively respond to a major incident.

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

Ref.	Risk	Owner	Inherent Risk	Residual Risk Qtr Dec-19	Residual Risk Qtr Mar-20	Residual Risk Qtr Jun-20	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	Moderate 12	Moderate 12	→	Impact of this pandemic on Business Continuity has added a increased level of complexity which is currently being managed by teams. Business Continuity Plans have been reviewed across all GCC departments recently and there are now regular planned meetings with the Civil Protection Team to continually review their content.