

## Quarter 1 2021/22

### Purpose of the report







To provide a strategic overview of the Council's performance for Quarter 1 2021/22.

### The following scorecards are enclosed:

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# Key to Symbols

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

Measure Symbols	
	Performance Better than Target
	Performance Worse than Target
	Performance significantly worse than Target
	No information
	Missing Target
	No Value
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 better for performance to be on target rather than above or below

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)

Risk Symbols	
	Risk Value Increasing
	Risk Value Decreasing
	No Change

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

# Commissioning - Adult Social Care

## Cllr Kathy Williams

### Mental Health

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	Target Jun-21		Comments	Comparator Group
% of referrals for an AMHP assessment that led to support or protection being put in place	Bigger is Better	Latest Quarter					58.5%	60.0%	●	Of the 366 AMHP Assessments completed in the period; 214 resulted in detention or other support being put in place.	n/a
% of Individuals with a second or subsequent AMHP assessment with 12 months	Smaller is Better	Latest Quarter					25.1%	40.0%	★		n/a
% of Adults receiving secondary Mental Health services in settled accommodation	Bigger is Better	Snapshot	87.0%	87.0%	88.0%	89.0%	89.0%	85.0%	★		55.2%

### Learning Disability

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	Target Jun-21		Comments	Comparator Group
% of Adults with Learning Disabilities in settled accommodation	Bigger is Better	Snapshot	79.3%	79.4%	79.2%	79.1%	79.1%	78.0%	★	Figure as at March 2021	73.1%
	Good Performance High/Low	Reporting Basis	Mar-16	Mar-17	Mar-18	Mar-19	Actual Mar-20			Comments	Comparator Group
% of Adults with Learning Disabilities in Employment	Bigger is Better	Annual	8.7%	6.8%	6.4%	3.1%		0.8%		Relates to March 2020 figure	4.3%

### Adult Social Care Transformation

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	Target Jun-21		Comments	Comparator Group
% of GCC Commissioned Providers judged to be Good or Outstanding by CQC	Bigger is Better	Latest Quarter					94.1%	90.0%	★		n/a
Permanent admissions 18-64 to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	6.7	8.9	10.8	9.7	18.0	13.8	▲	This data has been taken from the new case management system and there is some evidence of inappropriate use of SALT categories which may be inflating permanent admissions. It is not clear if this can be retrospectively corrected or will continue to be erroneously reported as permanent admissions as this measure will continue to include 12-month rolling data. There is also a lag in updating the case management system with some cases starting in Q4 2020/21 not recorded until late in Q1 2021/22. As this measure looks at a rolling 12 months, newly added legacy cases from previous quarters will show in this quarters data giving the perception of a sudden increase. However, note that the rate is similar to that over the same period to June 2019 (pre-COVID) and has historically been off target.	13.8
Permanent admissions aged 65+ to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	461.1	439.2	472.7	433.4	472.7	579.2	★	This equates to 659 admissions in the rolling year to 30 June 2021. Note this is draft information from LAS.	579.2

### Carers

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	Target Jun-21		Comments	Comparator Group
Average waiting time for a Care Act Compliant Assessment (in working days)	Smaller is Better	Snapshot	29.0	19.0	17.0	14.0	15.0	30.0	★		n/a

# Delivery - Adult Social Care

## Cllr Carole Allaway-Martin

### Adult Safeguarding

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	Target Jun-21	Comments	Comparator Group
% of Section 42 enquiries this quarter where the risk was reduced or removed	Bigger is Better	Latest Quarter	90.1%	88.0%	87.3%	93.1%	83.3%	85.0%	● New categories on LAS are in use from Quarter 1. The proportion of S42 closed where the risk remained was 1.9%, but there were also 14.8% of Enquiries where the outcome was Inconclusive.	84.5%
% of S42 Enquiries open for more than 26 weeks	Smaller is Better	Latest Quarter	36.1%	32.5%	22.6%	32.4%	48.3%	30.0%	▲ This proportion may have been adversely affected by the bedding in of processes on LAS.	n/a

### Adult Social Care

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	Target Jun-21	Comments	Comparator Group
% of Service Users who have had a review/ re-assessment of their needs within the last 12 months	Bigger is Better	Snapshot	33.1%	48.0%	52.0%	53.0%	43.6%	50.0%	▲ Draft report from LAS	n/a
% of all ASC Contacts with a decision within 1 working day	Bigger is Better	Latest Quarter				94.2%	93.5%	95.0%	● This can be broken down as 96.1% of contacts received via the CSC and 86.8% of all other contacts	n/a
% of ASC contacts signposted or closed	Bigger is Better	Latest Quarter	33.0%	31.0%	33.0%	33.0%	39.4%	33.0%	★ Draft report from LAS. This is the sum of contacts which were closed as No Further Action, Signposted or Information & Advice	n/a
% of clients who need no long term care after their period of reablement	Bigger is Better	Latest Quarter	90.1%	91.1%	85.1%	85.6%	92.7%	85.0%	★ Also note that 7.3% of individuals leaving reablement had no outcome recorded on LAS.	n/a

	Good Performance High/Low	Reporting Basis	Mar-20	Jun-20	Sep-20	Dec-20	Actual Mar-21	Target Mar-21	Comments	Comparator Group
Delayed transfers of care from hospital due to Adult Social Care per 100,000 population	Smaller is Better	Rolling Year	3.70					3.50	DTOC Measures were suspended from 1 March 2020 and there is no data available at present.	3.50

	Good Performance High/Low	Reporting Basis	Mar-16	Mar-17	Mar-18	Mar-19	Actual Mar-20	Comments	Comparator Group
Social care reported quality of life	Bigger is Better	Annual	19.4	19.7	19.1	19.6	19.6	Relates to March 2020 figure. Next update due in late 2022 as ASCOF Service User Survey did not go ahead in 2020/21 due to the COVID-19 pandemic.	19.1
Carer reported Quality of Life	Bigger is Better	Annual	7.4	7.4	7.4	7.4	7.4	Relates to March 2019 figure	7.4

### FAB

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	Comments	Comparator Group
Average number of working days to complete a FAB assessment	Smaller is Better	Latest Quarter					16.2	New Indicator for 2021/22. This is calculated by measuring the average number of working days from referral to the FAB team to the assessment being completed.	n/a

# Prevention, Well-Being and Communities

## Cllr Tim Harman

### Public Health

	Good Performance High/Low	Reporting Basis	Mar-20	Jun-20	Sep-20	Dec-20	Actual Mar-21	Target Mar-21		Comments	Comparator Group
Proportion of adult alcohol misusers who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Quarter in Arrears	38.8%	37.4%	36.8%	31.2%	28.1%	35.0%	▲	The Q4 performance is 28.1%, this is a reduction from last quarter. Projecting forward 6 months we are anticipating that the performance will continue to drop reflecting a full year of performance affected by the pandemic. There are multiple reasons for the severity of this drop including the halt on discharges as a safety measure in response to the Pandemic. 81 further completions would be required to bring this to LA family comparator top quartile.	36.9%
Proportion of all Opiate Users in treatment, who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Quarter in Arrears	6.2%	5.9%	5.4%	4.6%	5.1%	6.3%	▲	The Q4 performance is 5.1%, which is slight increase from previous quarter, and is currently above the national average of 4.86%. It would require 19 further completions to bring this into the LA family comparator top quartile. However projecting forward by six months we anticipate that performance is likely to drop, reflecting a full year of performance affected by the pandemic; there are a number of reasons for this anticipated drop, but it is primarily driven by the halt on discharges introduced as a safety measure as a response to the pandemic.	5.7%
Proportion of all Non-Opiate Users in treatment, not representing 6 months after completion	Bigger is Better	Quarter in Arrears	32.5%	32.2%	29.8%	25.7%	25.3%	33.2%	▲	The Q4 performance is 25.3%, this is a reduction from last quarter; projecting forward by six months we anticipate that the performance will drop further reflecting a full year of performance affected by the pandemic. There are a number of reasons for this drop, being primarily driven by the halt on discharges introduced as a safety measure in response to the pandemic. A further 72 completions would be required to bring this into the LA family comparator group top quartile.	33.2%
% of pregnant smokers achieving a 4 week quit	Bigger is Better	Quarter in Arrears	94.0%	88.0%	83.0%	80.0%	87.0%	70.0%	★		n/a
Number of customers who achieve a significant risk factor improvement	Bigger is Better	Quarter in Arrears		513	480	735	619	763	▲	The numbers of people that achieve a significant risk factor improvement is considerably impacted on by the loss of any SW data given that this contributes significantly to this KPI. The outcomes for those receiving support from HLS remains positive (510/670 = 76%).	n/a

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21		Comments	Comparator Group
% of Covid-19 cases referred for Contact Tracing that have been completed	Bigger is Better	Latest Quarter			86.4%	95.4%	88.7%		For the period 1 Apr - 30 June 2021: 3,288 were completed (88.7%); and 421 were classified as failed/error (11.3%)	n/a

	Good Performance High/Low	Reporting Basis	Sep-16	Sep-17	Sep-18	Sep-19	Actual Sep-20	Comments	Comparator Group
% Reception Children overweight including obesity	Smaller is Better	Annual	22.2%	24.3%	23.8%	22.0%	23.8%	This latest data is for academic year 2019/20. The NCMP programme was paused in response to Covid-19 and the subsequent published data (released during Q3 20/21) has been deemed sufficient for publication but unreliable for benchmarking purposes. It is anticipated that the measurement programme will not be reinstated until early 2021.	
% Year 6 Children overweight including obesity	Smaller is Better	Annual	32.1%	31.1%	32.1%	31.9%	32.3%	Data shown here is for the academic year 2019/20. Gloucestershire is in the upper middle quartile of the comparator group. NCMP data for this indicator was deemed reliable at publication and the comparison measure is made against only those comparators with reliable data (n=11)	32.1%

	Good Performance High/Low	Reporting Basis	Dec-15	Dec-16	Dec-17	Dec-18	Actual Dec-19	Target Dec-19	Comments	Comparator Group
Suicide rate per 100,000 Population	Smaller is Better	3-Year Average	10.6	10.8	9.8	10.4	10.2	10.1	The figure reported covers the three year period (2017-2019). The Gloucestershire rate is in line with the national average; and has remained relatively steady since the 2013-15 reporting period. The Gloucestershire suicide prevention strategy is due to be refreshed in 20/21 and will be informed by the findings of the suicide audit (covering deaths from suicide between 2016 and 2018).	10.9

# Public Protection

## Cllr Dave Norman

### Libraries

	Good Performance High/Low	Reporting Basis	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	Comments	Comparator Group
Number of light-touch business interactions supported by the Growth Hubs	Bigger is Better	Year to Date	0	5	1	4	27		n/a

### Road Safety

	Good Performance High/Low	Reporting Basis	Actual Jan - Mar 20	Actual Apr - Jun 20	Actual Jul - Sep 20	Actual Oct - Dec 20	Actual Jan - March 21	Forecast Jan - March 21	Comments Jan - March 21	Comparator Group
Number of killed and seriously injured people	Smaller is Better	Calendar Year to Date	85	133	216	277	39	71 ★	This reporting period relates to January to March 2021. Covid lockdown restrictions have led to a low number of casualties.	n/a

# Strategic Risk

## Strategic Risk Register

Strategic Risk 5: Organisational Change Programmes											
		Risk Owner	Inherent Risk	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	DoT Jun-21	Comments	
⊕ SR5.3	Provider failures result in the council being unable to achieve its strategic objectives	Scott, Sarah	High 25	Moderate 10	High 15	High 20	High 20	High 20	→	▲	Continued pressure for the impact of the pandemic and demands for the system have raised the level of this risk. The provider market in both residential and home care are seeing a rise in the number of cases and the demands for system flow have also remained high. We are encouraging providers to implement their BCP's and to inform Commissioning when doing so in order that we can seek additional support from system leaders.
Strategic Risk 7: Safeguarding Children, Young People & Adults											
		Risk Owner	Inherent Risk	Jun-20	Sep-20	Dec-20	Mar-21	Actual Jun-21	DoT Jun-21	Comments	
⊕ SR7.1	Failure to protect vulnerable adults in Gloucestershire from abuse neglect in situations that potentially could have been predicted and prevented.	Scott, Sarah	High 20	Moderate 10	Moderate 10	Moderate 10	Moderate 10	Moderate 10	→	●	The GCC safeguarding team is experiencing an exceptionally high workload at present, leading to a backlog of cases. Risk mitigation actions are being put in place, including moving resources within the team to help address the cases awaiting a decision and contacting the referrer to ensure that protections are in place for the individual in the interim.  The Safeguarding Adults Board is commencing the consultation on the new three year strategic plan, which will include working with people with complex needs who pose a high risk of harm to themselves and are refusing the support available to them.
⊕ 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	Scott, Sarah	High 20	High 15	Moderate 12	Moderate 12	Moderate 12	High 16	↗	▲	Home Care capacity is currently being strained due to staff shortages due to isolation, sickness or increased childcare demands all of which we feel will increase over the next quarter. We have also added an additional strain through using guaranteed hours to support the capacity in the Home First service, whilst also trying to deliver a standard home care offer that supports the locality teams and the progression of people coming off of the Reablement pathway.  We are actively working with the market to try to minimise the number of providers working in one areas with the aim of maximising the sustainability of individual providers whilst minimising wasted resource through lost care hours.
⊕ 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.	Scott, Sarah	High 20	Moderate 9	Moderate 9	Moderate 9	Moderate 9	Moderate 9	→	●	The management of the backlog continues by ensuring that cases are triaged in line with the ADASS prioritisation tool. The practitioners work to ensure that cases where the person is objecting to their placement are prioritised and speedy referrals to the Court of Protection are facilitated.