

Quarter 3 2022/23

Purpose of the report

To provide a strategic overview of the Council's performance for Quarter 3 2022/23.







The following scorecards are enclosed:

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Prepared by the Performance and Improvement Team




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	Impact/Consequence				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
Highly Likely (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Possible (3)	3	6	9	12	15
Unlikely (2)	2	4	6	8	10
Remote (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

Transforming Adult Social Care Delivery

Contact Activity

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of all ASC Contacts with a decision within 1 working day	Bigger is Better	Latest Quarter	96.6%	93.8%	92.0%	92.4%	94.0%	95.0%	●	Overall 94% of Contacts had a decision within 1 working day. This can be broken down as follows: <ul style="list-style-type: none"> 95.7% of contacts received by the Customer Services Centre had a decision within 1 working day. 91.0% of all other contacts had a decision within 1 working day. 	n/a
% of ASC contacts signposted or closed	Bigger is Better	Latest Quarter	35.4%	39.9%	37.4%	37.0%	36.1%	33.0%	★		n/a

Assessments

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		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	42.0%	50.7%	42.4%	44.8%	48.6%	60.0%	▲	At the end of December 2022 there were 2,353 individuals overdue a Care Act Review which is a decrease of 245 compared to the position at the end of September 2022. This equates to 48.6% of the total long-term Social Care clients who have an up-to-date review.	n/a
Average number of weeks people have been awaiting Brokerage	Smaller is Better	Snapshot			4.8	4.0		3.1			n/a
% of FAB Assessments Open after 60 working days (as a proportion of all Open Assessments)	Smaller is Better	Latest Quarter			70.4%	71.1%		76.1%		At the end of September 2022 there were 472 Open Assessments of which 359 had been open for 60 working days or longer. This includes 10 Assessments which were commenced in 2021/22.	n/a
% of FAB Assessments taking more than 19 working days to close (as a proportion of all closed Assessments)	Smaller is Better	Latest Quarter			87.4%	88.2%		89.1%		There were 614 Assessments closed in the quarter of which 547 (89.1%) took more than 19 working days to complete.	n/a

Hospital Discharge and Reablement

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of clients who need no long term care after their period of reablement	Bigger is Better	Latest Quarter	91.3%	89.4%	90.0%	90.2%	85.8%	85.0%	★		81.0%
Delayed transfers of care from hospital due to Adult Social Care per 100,000 population	Smaller is Better	Rolling Year						3.50		DTOC measures were suspended on 1st March 2020 There is no data available at present.	

Adult Safeguarding

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22		Comments	Comparator Group
% of Section 42 enquiries this quarter where the risk was reduced or removed	Bigger is Better	Latest Quarter	87.3%	81.8%	81.7%	82.6%	83.1%	85.0%	●	There were 148 Section 42 closures during Quarter 3. Of these 17 (11.5%) were closed with the Risk Remaining, however there were 8 closures (5.4%) where the outcome was 'Inconclusive'	90.3%
% of S42 Enquiries open for more than 26 weeks	Smaller is Better	Latest Quarter	26.2%	24.2%	17.7%	20.1%	16.9%	25.0%	★	At the end of December 2022 there were 160 Open Section 42 Enquiries (down from 169 at the end of the Quarter 2 2022/23). Of these 27 (16.9%) had been open for more than 26 weeks.	n/a

Transforming Adult Social Care Commissioning



Quality Assurance

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of GCC Commissioned Providers judged to be Good or Outstanding by CQC	Bigger is Better	Latest Quarter	92.6%	91.2%	91.3%	90.2%	88.1%	90.0%	<ul style="list-style-type: none"> Latest data from CQC (in relationship to 235 Social Care providers) indicates: <ul style="list-style-type: none"> 207 providers are rated as Good or Outstanding - down from 212 at Quarter 2 2022/23 28 providers are rated as Requires Improvement - up from 23 at Quarter 1 2022/23 There are no providers rated Inadequate - unchanged from Quarter 2 2022/23 	n/a

Assessments

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
Average waiting time for a Carers Care Act Compliant Assessment (in working days)	Smaller is Better	Snapshot	17.0	17.0	6.0	6.0	18.0	30.0	★	n/a

Long Term Care

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group	
Permanent admissions 18-64 to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	14.8	15.6	13.7	5.8	6.6	13.0	★	There were 25 permanent admissions in the year to 31 December 2022. Admission rates for the previous 4 quarters have been refreshed to reflect 2021 mid-year population estimates and delays in data entry.	13.0
Permanent admissions aged 65+ to residential & nursing care homes per 100,000 population	Smaller is Better	Rolling Year	266.3	247.9	234.4	242.9	235.1	496.1	★	There were 331 permanent admissions in the year to 31 December 2022. Admission rates for the previous 4 quarters have been refreshed to reflect 2021 mid-year population estimates and delays in data entry.	496.1

Mental Health

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group	
% of referrals for an AMHP assessment that led to support or protection being put in place	Bigger is Better	Latest Quarter	60.5%	57.4%	62.2%	62.1%	69.1%	60.0%	★	There were 307 AMHP Assessments completed in the Quarter (down by 12.5% from Quarter 2). The outcome from 212 Assessments (69.1%) was detention or other support being put in place.	n/a
% of Adults receiving secondary Mental Health services in settled accommodation	Bigger is Better	Snapshot	89.0%	89.0%	89.0%	88.0%	87.0%	85.0%	★	Latest figure as at November 2022. This is a local figure (recorded as settled) as supplied by GHC. The comparator group figure relates to ASCOF Indicator 1H (assessment of whether the assessment is in settled accommodation is within the last 12 months) where Gloucestershire's outturn was 22%. Changes made nationally to accommodation criteria mean that it is not possible to match previous recording to new criteria. This has impacted performance against ASCOF 1H nationally.	27.5%

Learning Disability

	Good Performance High/Low	Reporting Basis	Dec-21	Mar-22	Jun-22	Sep-22	Actual Dec-22	Target Dec-22	Comments	Comparator Group
% of Adults with Learning Disabilities in settled accommodation	Bigger is Better	Snapshot	78.6%	78.6%	78.6%	78.6%	34.4%	72.0%	▲ Figures used are the published ASCOF figures. Data quality issues have been identified within the 2021/22 statutory return whereby not all LD clients had their Short and Long Term (SAL)T category populated. There are actions in place to address this before the end of the current financial year – the statistics can be run locally and the current outturn (mid January 2023) is 63%	72.0%
Total number of people in Employment with a Disability (or work limiting health condition) supported by GCC Forward Services	Bigger is Better	Latest Quarter			547	558	632	575	★ This includes 54 people who are known to Social Services	n/a
	Good Performance High/Low	Reporting Basis	Mar-18	Mar-19	Mar-20	Mar-21	Actual Mar-22	Comments	Comparator Group	
% of Adults with Learning Disabilities in Employment	Bigger is Better	Annual	6.4%	3.1%	0.8%	2.7%	5.3%	Locally benchmarked in line with ASCOF definition – includes 30 individuals who were undertaking voluntary or unpaid work as at 31 March 2022	5.0%	

Levelling Up Our Communities

Addressing Public Health Inequalities

	Good Performance High/Low	Reporting Basis	Sep-21	Dec-21	Mar-22	Jun-22	Actual Sep-22	Target Sep-22		Comments	Comparator Group
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	3.8%	4.1%	4.3%	4.3%	5.0%	6.3%	▲	The Q2 performance is 5.0% (66/1,314), which is slight increase from the previous quarter. Projecting forward by 6 months we are anticipating that this performance will drop slightly to around 4.7%. There are multiple reasons for this low performance including the halt on discharges and enhanced risk-management brought about by the pandemic which still affects this metric. It would require 23 further completions to bring this into the LA family comparator top quartile.	5.7%
Proportion of all Non-Opiate Users in treatment, not representing 6 months after completion	Bigger is Better	Quarter in Arrears	18.3%	20.3%	23.7%	26.4%	28.4%	33.2%	▲	The Q2 performance is 28.4% (203/704), this is an increase from last quarter. Projecting forward 6 months from this point we are anticipating that the performance will continue to increase, but more slowly to around 29%. There are multiple reasons for this low performance including the halt on discharges and enhanced risk-management brought about by the pandemic which still affects this metric. 61 further completions would be required to bring this to LA family comparator top quartile.	33.2%
Proportion of adult alcohol misusers who successfully completed treatment and did not represent within 6 months of completion	Bigger is Better	Quarter in Arrears	23.3%	26.7%	29.5%	35.6%	37.6%	35.0%	★	The Q2 performance is 37.6% (311/827), this is an increase from the last quarter. Projecting forward 6 months we are anticipating that the performance will drop slightly but remain above target, to around 37%. 25 further completions would be required to bring this to LA family comparator top quartile.	36.9%
% of pregnant smokers achieving a 4 week quit	Bigger is Better	Quarter in Arrears	80.0%	67.0%	80.0%	66.0%	90.0%	70.0%	★	The target for this indicator is 70%. The service continues to perform well with 90% of pregnant women achieving a 4-week quit in Q2. This is higher than the Q1 figure (66%) and significantly higher than the latest national data (21/22) figure of 46%.	n/a
% of HLS customers that achieve a significant risk factor improvement	Bigger is Better	Quarter in Arrears	62.0%	67.3%	68.4%	71.0%	71.4%	65.0%	★	The numbers achieving an improvement was 1040/1457 compared to 1168/1644 Q1. The percentage achieving improvement is the same as Q1 at 71%, and higher than the target of 65%. In Q2 the service saw a decrease in numbers of people accessing support across all lifestyles provision except for smoking. The numbers achieving an improvement was 1040/1457 compared to 1168/1644 Q1. The percentage achieving improvement is the same as Q1 at 71%, and higher than the target of 65%. In Q2 the service saw a decrease in numbers of people accessing support across all lifestyles provision except for smoking.	n/a

	Good Performance High/Low	Reporting Basis	Sep-18	Sep-19	Sep-20	Sep-21	Actual Sep-22	Comments	Comparator Group
% Reception Children with obesity (including severe obesity)	Smaller is Better	Academic Year	9.8%	9.1%	10.0%	13.6%	8.7%	The 2021/22 school year NCMP data was the first full year of data collection since the start of the Covid-19 pandemic. We previously reported a significant increase in levels of obesity and severe obesity in 2020/21 compared to pre-pandemic levels. The 2021/22 data indicate that rates have now decreased, compared to last year. Obesity levels among Reception age children in Gloucestershire have reverted to pre-pandemic levels according to the 2021/22 data (8.7%)	n/a
% Year 6 Children with obesity (including severe obesity)	Smaller is Better	Academic Year	16.3%	18.3%	18.4%	21.6%	20.7%	The 2021/22 school year NCMP data was the first full year of data collection since the start of the Covid-19 pandemic. We previously reported a significant increase in levels of obesity and severe obesity in 2020/21 compared to pre-pandemic levels. The 2021/22 data indicate that rates have now decreased, compared to last year. Obesity levels among Year 6 children in Gloucestershire remain significantly above pre-pandemic levels in 2021/22 data (20.7%)	n/a
Reception: Inequality in the prevalence of obesity (including severe obesity)	Smaller is Better	Academic Year	7.4%	6.8%	5.3%	8.5%		OHID has removed this indicator from its published dataset Public Health and Communities officers will update our local obesity inequalities report by March 2023. The place where a child lives continues to impact on their weight status. In England 31.3% of children living in the most deprived neighbourhoods have obesity compared to 13.5% in the least deprived.	n/a
Year 6: Inequality in the prevalence of obesity (including severe obesity)	Smaller is Better	Academic Year	12.2%	16.7%	18.0%	16.3%		OHID has removed this indicator from its published dataset Public Health and Communities officers will update our local obesity inequalities report by March 2023. The place where a child lives continues to impact on their weight status. In England 31.3% of children living in the most deprived neighbourhoods have obesity compared to 13.5% in the least deprived.	n/a

	Good Performance High/Low	Reporting Basis	Dec-18	Dec-19	Dec-20	Dec-21	Actual Dec-22	Target Dec-22	Comments	Comparator Group
Suicide rate per 100,000 Population	Smaller is Better	3-Year Average	10.4	10.2	11.0	11.3	11.3	11.4	★ The suicide rate in Gloucestershire for the three year period 2019-2021 is 11.3 per 100,000 of the population. This is a very slight increase from the rate in the previous three year period (11.0 in 2018-20); however the Gloucestershire rate remains in line with the national and regional rate for suicide deaths. The number of suicide deaths in 2021 registered also remains in line with the average number of deaths per year from suicide over the last 10 years in Gloucestershire. The Gloucestershire Suicide Prevention Partnership continues to monitor deaths from suicide in the county as part of the ongoing delivery of the countywide suicide prevention strategy and action plan.	11.4