

# Health and Wellbeing Portfolio Cllr Angela Macpherson





## 6. Health and Wellbeing Portfolio RED



| PI   | Aim to:            | Current<br>Value | Target | Trend Chart   | Benchmarking  | Commentary  |
|--|--------------------|------------------|--------|---|---|---|
| Percentage of all clients attending GUM clinics seen or assessed by a healthcare professional within 48 hours (2 working days) of first contacting the service | Aim to<br>Maximise | 73%              | 80%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%  Quarters Target (Quarters) | There is no national benchmarking available for this indicator but this is a clinical standard which has to be achieved by all sexual health services and links to the requirement for the provision of open access services. | This indicator is reported one quarter in arrears. Current performance is for Q2.  This indicator measures the percentage of GUM (Genitourinary Medicine Level 3 Sexual Health Service) clinic clients who have been seen or assessed within 48 hours of contacting the service.  Performance in Q2 is 73% compared to 79% in Q1. Current performance is 7 percentage points below the target of 80%. All 3,299 patients were offered an appointment within 48 hours of contacting the service, however only 2,406 (73%) of these patients accepted an appointment to be seen and assessed within 48 hours.  The Provider has reported this drop in performance is not linked to clinic processes or capacity, it is patient choice. The main reason for this is due to cost of living with patients being reluctant to take time off work to attend appointments.  Improvement Actions:  The service has re-introduced 6 walk-in clinics per week across two locations (Aylesbury and Wycombe) from mid-September, allowing patients to be seen and assessed without needing to book an appointment.  The online booking system was upgraded in November making it easier for patients to book an appointment at a time convenient to them.  The service issues letters to patients to show their employers that they have a medical appointment which should help some people to be able to take paid time off work to attend appointments. |

| PI  | Aim to:            | Current<br>Value | Target | Trend Chart              | Benchmarking   | Commentary   |
|---|--------------------|------------------|--------|--------------------------|--|--|
| % of births that receive a face-to-face New Birth Visit within 14 days by a health visitor in the quarter | Aim to<br>Maximise | 80%              | 90%    | 80%<br>70%<br>60%<br>50% | 79.3%<br>England (Q4<br>2021/22)<br>77.1%<br>(Q4 2021/22<br>South East<br>region)<br>73.8%<br>(Q4 2021/22<br>mean of CIPFA<br>peers) | This indicator is reported one quarter in arrears. Current performance is for Q2.  This indicator measures the percentage of new birth visits (NBV) undertaken within 14 days.  Performance in Q2 (80%) is below the contractually targeted level (90%). This equates to 1,114 visits undertaken within 14 days out of a possible 1,390. Although a slight decrease on the previous quarter (82.1%), it remains an improvement on previous quarters (at the end of 2021/22). The children with no recorded visit has remained at less than 2%. Of the 20 children missing a visit only 3 have not had a new birth visit at any time, the rest had been seen at later dates. This data represents visits from health visitors and does not include the visits from a midwife, which mothers will also receive post birth.  Improvement Actions:  Train staff about improvements to the standardised reporting of the NBV outcomes.  Review the current action plan and introduce next stage actions to take effect in Q4. |

| PI Ai | kim to:      | Current<br>Value | Target | Trend Chart  | Benchmarking   | Commentary   |
|-------|--------------|------------------|--------|--|--|--|
|       | m to aximise | 58.8%            | 67.5%  | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% QLANTIL QLANT | Performance between April to December in 2021/22 was: • 39% South East. • 41% Bucks.  We expect this year's (2022/23) performance to also be better than benchmarks when released. | This indicator measures the percentage of Adult Social Care service users due an annual review who have received their review. It is good to be high. This is a cumulative measure, so performance increases during the year along with the target.  Currently 58.8% (2,386 people) of annual reviews have been completed (April to December 2022), which is 8.7% percentage points (352 people) below the stretching graduated target of 67.5%. If performance were to continue at this level, 78% of annual reviews would be completed by March against the 90% target.  Reviews are being completed by two groups of workers; permanent social work teams which have completed three quarters of the reviews so far, and the short-term project team formed to support the pressures that resulted from the Covid pandemic, which has completed the remaining quarter of the reviews.  Both groups' ability to meet the target is being affected by staff capacity. Social Worker vacancies continue in the long-term and review project teams, and there have been unexpected staff reductions in the short-term project team during Q3.  Improvement Actions:  Team Managers are allocating a larger number of reviews to social workers during Q4, to further increase the number of annual reviews being completed.  The short-term project team will continue to complete the 300 reviews overdue from last year (2021/22), with additional resource agreed during Q4.  A named social worker will continue to be allocated to service users to oversee their care, which will improve how annual reviews are completed. |

| PI  | Aim to:            | Current<br>Value | Target | Trend Chart   | Benchmarking   | Commentary   |
|---|--------------------|------------------|--------|---|--|--|
| Number of older people (65+) admitted to permanent residential or nursing care homes per 100,000 population | Aim to<br>Minimise | 443.7            | 366.8  | 550 450 450 450 350 300 250 200 150 100 50 Quarters Target (Quarters) | Performance between April to December in 2021/22 was: • 393.2 South East. • 391.5 Bucks.  We expect this year's (2022/23) performance to also be better than benchmarks when released. | This indicator measures the number of older adults whose long-term support needs are best met by admission to a residential or nursing care home, relative to the population size. It is expressed as a rate per 100,000 population and is good to be low. This is a cumulative measure, so performance increases during the year along with the target.  Between 1 April 2022 and 31st December 2022, 462 older adults (443.7 per 100,000 population) were permanently admitted to care homes. This is 80 people above the target of 382 people (366.8 per 100,000 population) which is set at the previous (2020/21) South East benchmark level.  The rate of permanent admissions amongst older adults is higher than previous years because of the Hospital Discharge to Assess pathway that was put in place during the pandemic, which is now resulting in increased admissions accounting for one third of all permanent residential and nursing admissions.  Social workers are continuing to ensure that practice is based on the Better Lives independence model, which focuses on independence and short-term and strength-based interventions, thereby minimising long-term care placements. This is also enabling 8 in 10 people contacting the council to receive information, advice and guidance to support them to continue to live independently.  Improvement Actions:  • The Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB ICS) are in the process of developing a Transfer of Care Hub, which once implemented will help to reduce admissions to care homes from hospital settings.  • Continue to ensure that there is strong management oversight of the authorisation process relating to placement decisions when finding services for people's care plans. |

| PI   | Aim to:            | Current<br>Value | Target | Trend Chart   | Benchmarking                  | Commentary  |
|--|--------------------|------------------|--------|---|-------------------------------|---|
| % of carers who report that they have been included or consulted in discussions about the person that they care for. | Aim to<br>Maximise | 61.2%            | 70%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%  Years Target (Years) | 64.1% South<br>East (2021/22) | Previously Reported at Q2.  This indicator measures the percentage of carers who reported they always or usually felt included or consulted in discussions about the person they care for (in the previous 12 months). The outturn is calculated from the biennial statutory carers survey and is good to be high.  In the 2021/22 survey, 101 of 165 carers responded very positively to this question (61.2%), which although being below the 70% target, is a 4.2% improvement since the previous survey in 2018/19.  A further 47 Carers (28.5%) reported that they sometimes felt included or consulted in discussions, and 17 carers (10.3%) reported that they never felt involved or consulted in discussions about the person they care for.  In total 9 out of 10 carers who responded to the survey felt they were consulted.  Improvement Actions:  Improvement Actions:  Implementation of the 'Carers Transformation Project' has commenced as planned and will be delivering a strength-based approach to supporting carers achieve their personal outcomes. Three Carers co-production events have been facilitated during Q3, with a focus on developing a Carers Passport. The Carers Passport identifies someone as a carer and sets out an offer of support, services or other benefits in response. This helps to improve and embed identification, recognition and support for Carers in the day-to-day life of our community. Further work engaging Carers on the Carers Passport will take place during Q4. |

## 6. Health and Wellbeing Portfolio AMBER



| PI  | Aim to:            | Current<br>Value | Target | Trend Chart   | Benchmarking   | Commentary  |
|---|--------------------|------------------|--------|---|--|---|
| % people that live independently after receiving reablement | Aim to<br>Maximise | 73.5%            | 74.1%  | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%  Anathra Quarters Target (Quarters) | Performance in 2021/22 was: • 78.2% South East • 77.4% Bucks  We expect this year's (2022/23) performance to also be in line with benchmarks when released | This indicator measures the percentage of people in receipt of Home Independence Team services (re-ablement) that did not require any long-term Adult Social Care provision once the re-ablement service was completed. It is good to be high.  From 1 April 2022 to 31st December 2022, 73.5% of people accessing the service were successfully re-abled, which is below the target of 74.1%. Performance during Q3 (68%) was lower than during Q1 (76%) and Q2 (78%) which has resulted in the cumulative outturn for the year being below target.  The reablement service supports patients to be discharged from hospital alongside short-term domiciliary and care home provision (Discharge to Assess services). During Q3, the reablement service has been used more flexibly to support hospital discharges for patients that have more complex needs and less reablement opportunity than in previous quarters, which has resulted in a reduction in performance during the quarter (68%).  During Q3 staffing capacity constraints have resulted in the Home Independence service being able to accept less referrals than usual and therefore concentrating on higher need clients who are less likely to be fully re-abled as per the definition of this measure.  Improvement Actions:  • Continue with social worker recruitment to address capacity constraints in the reablement service.  • The Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB ICS) are in the process of developing a Transfer of Care Hub, which once implemented will help to improve pathways into homecare and reablement. |

## 6. Health and Wellbeing Portfolio GREEN



| PI  | Aim to:            | Current            | Target | Trend Chart   | Benchmarking  | Commentary   |
|---|--------------------|--------------------|--------|---|---|--|
| % of successful alcohol treatment completions of those in treatment | Aim to             | <b>Value</b> 37.6% | 37%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% Quarters — Target (Quarters)        | 36.4%<br>(Q2 2022/23<br>England)<br>37.2%<br>(Q2 2022/23<br>South East<br>region) | This indicator is reported one quarter in arrears. Current performance is for Q2.  This indicator measures the percentage of adults who have successfully completed alcohol treatment of all those receiving treatment.  Performance for Q2 is at 37.6% (198 out of 527 clients) and therefore above target. While this is a decrease from 39.4% in Q1, it is 0.6 percentage points above target and above both the South East (37.2%) and National (36.4%) averages.  |
| % of successful drug treatment completions of those in treatment    | Aim to<br>Maximise | 16.4%              | 15.2%  | 17% 16% 15% 14% 13% 11% 10% 9% 6% 5% 6% 5% 6% 1% 0%  Quarters Target (Quarters) | 13.8%<br>(Q2 2022/23<br>England)<br>16.1%<br>(Q2 2022/23<br>South East<br>region) | This indicator is reported one quarter in arrears. Current performance is for Q2.  This indicator measures the percentage of adults who have successfully completed drug treatment of all those receiving treatment. It covers all drugs.  Performance for Q2 is at 16.4% (148 out of 900 clients) and therefore above target. It is above both the South East (16.1%) and National (13.8%) averages.  Performance has improved by 1.9 percentage points from Q1. This is mainly due to an increase in successful completions of both the non-opiate and alcohol/non-opiate cohorts which are at 46% and 32.4% respectively. The appointment of a non-opiate lead within the adult substance misuse treatment service has had a positive impact on successful completions. |

| PI  | Aim to:            | Current<br>Value | Target | Trend Chart  | Benchmarking  | Commentary  |
|---|--------------------|------------------|--------|--|---|---|
| % of those who have set a quit smoking date who have successfully quit at 4 weeks                                     | Aim to<br>Maximise | 60.2%            | 50%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% Quarters Target (Quarters) | England 54.8%<br>(April to March<br>2022)<br>South East<br>54.3% (April to<br>March 2022) | This indicator is reported one quarter in arrears. Current performance is for Q2.  This indicator measures the percentage of people who have set a quit date with the service and who have successfully quit smoking at 4 weeks.  In Q2 106 smokers successfully quit smoking out of the 176 people who set a quit date (60.2%). Although performance is lower than Q1, it remains green at 10 percentage points above the target of 50%.   |
| % of those in most deprived quintiles (DQ 4/5) who have set a quit smoking date who have successfully quit at 4 weeks | Aim to<br>Maximise | 65%              | 50%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% Quarters Target (Quarters) | None available  | This indicator is reported one quarter in arrears. Current performance is for Q2.  This indicator measures the percentage of people who have set a quit date and successfully quit at 4 weeks who live in the more deprived areas of Buckinghamshire (quintiles 4 and 5). This is important as smoking and the harm it causes are not evenly distributed across the population. Smoking is increasingly concentrated in more disadvantaged groups and is the main contributor to health inequalities.  In Q2 there were 97 people from the more deprived areas that set a quit date and 63 successfully quit at 4 weeks (65%). This is slightly lower than Q1 but remains 15 percentage points above the 50% target, and the quit rate for people in deprived areas is higher than the total quit rate. |

| PI  | Aim to:            | Current<br>Value | Target | Trend Chart   | Benchmarking   | Commentary  |
|---|--------------------|------------------|--------|---|--|---|
| % of people who use services who have control over their daily life   |                    | 80.1%            | 78%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%  Years Target (Years)   | 78% South<br>East (2021/22)                          | This indicator measures the percentage of service users who report they have at least adequate control of their daily lives. The outturn is calculated annually from the statutory service user survey and is good to be high.  In the 2021/22 survey 391 of 485 people (80.1%) responded positively to the question about how much control they have over their daily life which is above the target.  Adult Social Care continues to assess and support vulnerable people via the Better Lives Independence model which advocates choice and control. This is also supporting comparatively high performance in other national Adult Social Care Outcomes Framework (ASCOF) measures that report choice and control, such as Direct Payments take up and Learning Disability clients in paid employment for which Buckinghamshire Council performance was top quartile nationally for each during 2021/22.    |
| Number of<br>younger people<br>(aged 18-64)<br>admitted to<br>permanent<br>residential or<br>nursing care<br>homes per head<br>of 100,000<br>population | Aim to<br>Minimise | 7                | 10.3   | 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0 Quarters Target (Quarters) | South East 10.6<br>(April to<br>December<br>2021/22) | This indicator measures the number of younger adults whose long-term support needs are best met by admission to a residential or nursing care home. The number of admissions is expressed as a rate per 100,000 population and is good to be low. This is a cumulative measure, so performance increases during the year along with the target.  Between 1 April 2022 and 31 December 2022, 22 younger adults (7.0 per 100,000 population) were permanently admitted to care homes. This is 10 people below the target of 32 people (10.3 per 100,000 population) which is set at the 2020/21 South East benchmark level.  Improved commissioning arrangements made an additional 40 providers available to support people to live in community settings, rather than in care homes. A further 40 providers will be evaluated in 2023, supporting our Better Lives strategy to support people in the community. |

| PI   | Aim to:            | Current<br>Value | Target | Trend Chart   | Benchmarking                  | Commentary   |
|--|--------------------|------------------|--------|---|-------------------------------|--|
| % of younger<br>adults (aged 18-<br>64) with a<br>learning disability<br>living in their own<br>home or with<br>friends/family | Aim to<br>Maximise | 78.4%            | 75.6%  | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%  Quarters Target (Quarters) | 76.2% South<br>East (2021/22) | This indicator measures the percentage of younger adults, with a primary support reason of 'learning disability support', who are receiving Adult Social Care Services and living in their own home or with friends/family. It is good to be high.  At the end of December 2022, there were 1,088 younger adults with a learning disability accessing adult social care services, of which 853 (78.4%) were living in their own home or with friends/family. This is above the target 75.6% (817 people), which is set at the 2020/21 regional benchmark. This is also a 0.4 percentage point increase over the Q2 outturn of 78%.   |
| % of adults in contact with secondary Mental Health Services (aged 18-69) living in their own home or with friends/family      | Aim to<br>Maximise | 62%              | 61%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%  Quarters Target (Quarters) | 61% South<br>East (2020/21)   | Previously reported at Q2.  This indicator measures the proportion of adults (below the age of 70) receiving secondary mental health services who were living in settled accommodation at the time of their most recent assessment, formal review or other multidisciplinary care planning meeting. It is based on all NHS and Adult Social Care patients open to the Oxford Health Foundation Trust (OHFT) that live in the Buckinghamshire area.  At the end of July 2022 (latest available data), there were 1,064 adults in receipt of secondary mental health services, of which 661 (62%) were living in settled accommodation. This is above the target 61% (649 people).  Settled accommodation includes people that are living in their own homes, with family or friends or in supported accommodation, rather than living in a care home or a communal establishment including a long-term hospital ward. |

| PI   | Aim to:            | Current<br>Value | Target | Trend Chart   | Benchmarking                | Commentary   |
|--|--------------------|------------------|--------|---|-----------------------------|--|
| % of safeguarding enquiries where personal outcomes were fully or partially achieved (where expressed).          | Aim to<br>Maximise | 96%              | 96%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% Target (Quarters)                 | 97% South<br>East (2021/22) | This indicator measures the percentage of safeguarding enquiries that had outcomes expressed by either the individual or an advocate where the outcomes were either fully or partially achieved when the safeguarding enquiry closed. It is good to be high. This is a cumulative measure, so performance increases during the year along with the target.  From 1 April 2022 to 301 December 2022, 1,173 safeguarding enquiries concluded where desired outcomes were expressed and in 1,131 of these enquiries (96%) outcomes were fully or partially achieved. Performance is on target and is consistent with the performance of South East benchmark authorities. |
| % of young people whose Adult Social Care Assessment was completed before they turned 18 years old (cumulative). | Aim to<br>Maximise | 80%              | 65%    | 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% Oxfortill Quarters Target (Quarters) | None available              | This indicator measures the percentage of clients that turned 18 in the period, that had an Adult Social Care assessment prior to their 18th birthday. It is good to be high. This is a cumulative measure, so performance increases during the year along with the target.  Between 1 April and 31 December 2022, 80% (16 of 20) of young people that moved into adult services, were assessed by the 18-25 service before they turned 18. This is higher than Buckinghamshire's position for the same period last year (67%).  |

| PI  | Aim to:            | Current<br>Value | Target | Trend Chart  | Benchmarking   | Commentary   |
|---|--------------------|------------------|--------|--|----------------|--|
| % of safeguarding eligibility decisions made within 2 working days of the concern being received. | Aim to<br>Maximise | 77%              | 70%    | 100% 90% 80% 70% 60% 50% 40% 10% 0% Quarters Target (Quarters) | None available | This indicator measures the percentage of safeguarding concerns that have been completed within 2 working days, to decide on whether the issue needs to progress to be a Safeguarding Enquiry. It is good to be high.  From 1 October 2022 to 31 December 2022, 2,675 eligibility decisions were completed of which 2,057 were completed in 2 working days (77%). This is above the target (70%) and is also a 7 percentage point increase over the Q2 outturn of 70%. Over the course of this year, improvements have been made to how safeguarding concerns are allocated to workers, to ensure that there is sufficient time for the concern to be triaged within the 2 working day target. |

## 6. Health and Wellbeing Portfolio NO RAG

