



Adult Social Care & Public Health & Wellbeing quarterly performance management report **2021-2022**

Quarter 4 (1st January – 31st March 2022)

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Section 1: Introduction

This Quarterly Performance Management Report for Adult Social Care highlights performance for the period 1st January 2022 – 31st March 2022. It provides specific information detailed in the Council Plan 2019-22, relating to performance indicators and key actions. Enabling us to monitor progress towards our vision.

“Dudley Borough – Forging a Future for All”

We have a ‘One Council’ ethos to build an effective and dynamic organisation aligned to our three core priorities to:

- Grow the economy and create jobs
- Create a cleaner and greener place
- Support stronger and safer communities

The main body of the report focuses on the four priorities contained in the Council Action Plan and provides a detailed review of the progress of the key performance indicators within the plan.

The scorecards show performance for the:

- Reporting Quarter
- The score symbol status denotes performance against set targets.
- The trend symbol status compares latest performance against previous reporting frequency.

The score status symbol employed for performance indicators as follows.

- ★ Where performance exceeds the target tolerance
- 🟡 Where performance is on target and in the upper half tolerance
- 🔴 Where performance is below the target tolerance

Short term trend status symbol employed as follows.

- Performance is improved against previous reporting frequency
- ➡ Performance is consistent against previous reporting frequency
- ↘ Performance is worse against previous reporting frequency


Section 2.1: Performance Summary

The Quarter 4 report incorporates both quarterly and annual key performance measures which monitor the progress of delivery of the Council Plan 2019-22, overall, there are 12 measures reported for 2021-22 for Adult Social Care and Public Health and Wellbeing. Below summaries performance against short term targets and trends for both directorates. (Quarter 4 comparing Quarter 3)

Overview: Number of performance indicators due for reporting this quarter: **3**

Performance Indicators status
(see Chart 1)

 **6**
Exceeds target

 **2**
On target upper tolerance

 **3**
Below Target

PI2131 figures are not available more information below

Short Term Trend Status
(see Chart 1)

 **3**
Improved

 **2**
Consistent

 **6**
Worsened









Section 3.1: Balanced Scorecard: Stronger and Safer Communities (Adult Social Care) -

Summary
status

 2
Exceeds target

 1
On target upper tolerance

 1
Below target

Performance Indicator	Comparator to 2020-21	2021-2022 financial year							Benchmarking comparator data
	Qtr. 4 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Qtr. 4 outturn	Target	Score	Short term trend	
PI 501 ASCOF2B (P1) - Prop of 65+ at home 91 days after discharge from hospital into reablement services	88.6%	97%	93%	92%	86%	83%			82% England 19/20
PI 2131 % of Delayed transfers of care as percentage of occupied beds		The figure for this measure is not available as the delayed transfers of care data collection and publication has been paused by the NHS due to COVID-19				85%	N/A	N/A	4.9% (Feb 2020)
PI 2132 % of contacts to adult social care with an outcome of information and advice/signposting	13.5%	10.8%	10.6%	10.9%	9%	11%			Local measure
PI 2133 % of working age service users (18-64) with a primary support reason of learning disability support, who are living on their own or with their family	41%	49%	49.5%	51%	49%	50%			77.3% England 19/20
PI 2134 % of the conversion of safeguarding concerns to enquiry	5.6%	7.5%	8.4%	8.1%	10%	20%			37% England 19/20

Section 3.3: Stronger and Safer Communities (Adult Social Care) – PI below target commentary

PI 2132 % of contacts to adult social care with an outcome of information and advice/signposting

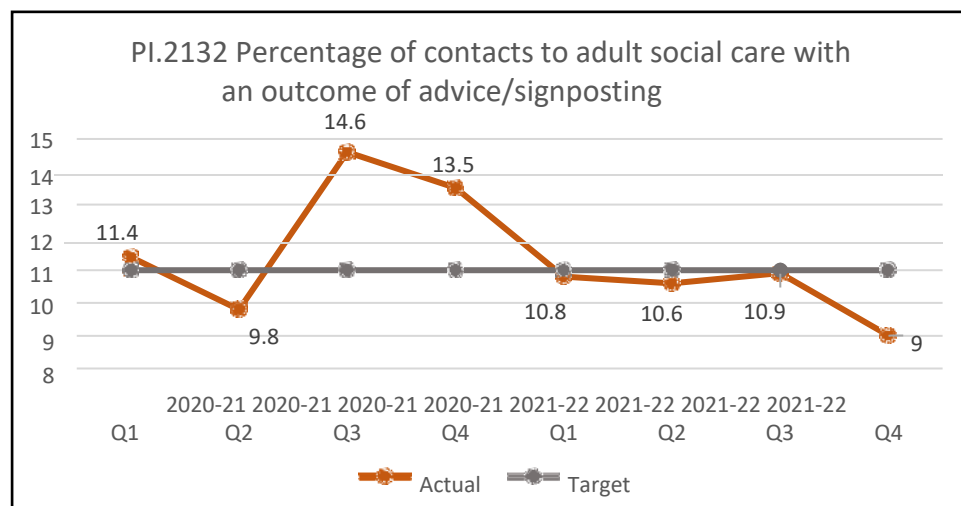
PI	2020-21				2021-22						
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Quarter 4			
PI 2132	11.4	9.8	14.6	13.5	10.8	10.6	10.9	9%	11%	▲	▼

Performance: what is the data telling us?

There was a spike in proportion of contacts with an outcome of advice/signposting in Q3 20/21 and this then reduced due to a recording change within Liquidlogic. Contacts are only recorded for new clients and 'contacts' for existing clients are recorded within case notes, which do not form part of the figures reported.

The more recent drop in proportion in Q4 21/22 is thought to be related to the implementation of the "Dudley Adults Portal" <https://adultsocialcare.dudley.gov.uk/web/portal/pages/home>

This provides more information/advice upfront and so has likely contributed to a fall in the proportion of contacts that come in through other front door mechanisms that only require advice/signposting.



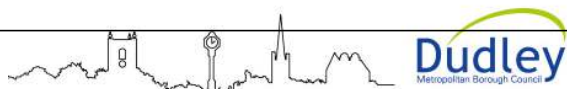
Impact: what are the issues/risks for service delivery?

The implementation of the Adults Portal will continue to be monitored as this become further embedded in ways of working.

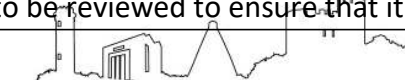
Assurance: evidence that actions are in place and having an impact

An upgrade to the portal in summer 2022 will provide greater functionality in regards to analytics of its usage. We will then be able to conduct a more in-depth review of how this is changing the way citizens access information about services.

Once this exercise is conducted the definition and/or target of this measure may need to be reviewed to ensure that it is fit for purpose.



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Section 3.3: Stronger and Safer Communities (Public Health and Wellbeing) – Scorecard

Summary
status

 4
Exceeds target

 1
On target upper tolerance

 2
Below target

Performance Indicator	Comparator to 2020-21	2021-2022 financial year							Benchmarking comparator data
	Qtr. 4 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Qtr. 4 outturn	Target	Score	Short term trend	
PI 2074 Proportion of premises in the borough that are broadly compliant with food hygiene law (star rating of 3 or more).	85%	81.06%	86.6%	86.8%	86.8%	90%			
includes unrated new businesses which were registered last year and which we were advised by the FSA were not a priority for inspection. These prioritised for unrated businesses are now being inspected.									
PI 1441 Air Quality completed in actions in accordance with the timetable in the approved Air Quality action plan.	New measure	100%	100%	100%	100%	75%			
PI 2257 Value of savings made by prevention (intervention) to the people of Dudley (Scams Team)	New measure	£123,6100	£410,000	£414,300	£518,100	£125,000			
PI 1798 To reduce the absolute percentage gap in NHS Health checks coverage	39.5%	1%	2.2%	-0.6%	1.2%	1%			
NHS Health Checks were largely suspended during the pandemic. Therefore, the trajectory for this indicator may be variable until more practices can subject to an participate again. Timing of this will be demands of managing COVID-19.									
PI 2258 Increase the uptake of Covid vaccinations in all hard-to-reach communities.	New measure	80%	80%	84%	85%	72%			
PI 2259 % of Local Covid cases that are followed up within 24 hours	New measure	97%	98%	87%	69%	90%			



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PI 2260 % reduction in smoking during pregnancy	New measure	8.9%	6.8%	Data delayed	13%	9%			
Data based on all maternities per CCG. Due to implementation issues with the new patient care record in Maternity we are unable to provide accurate SATOD figures for this quarter. We have assurance from Dudley Group that this will be resolved as a priority									

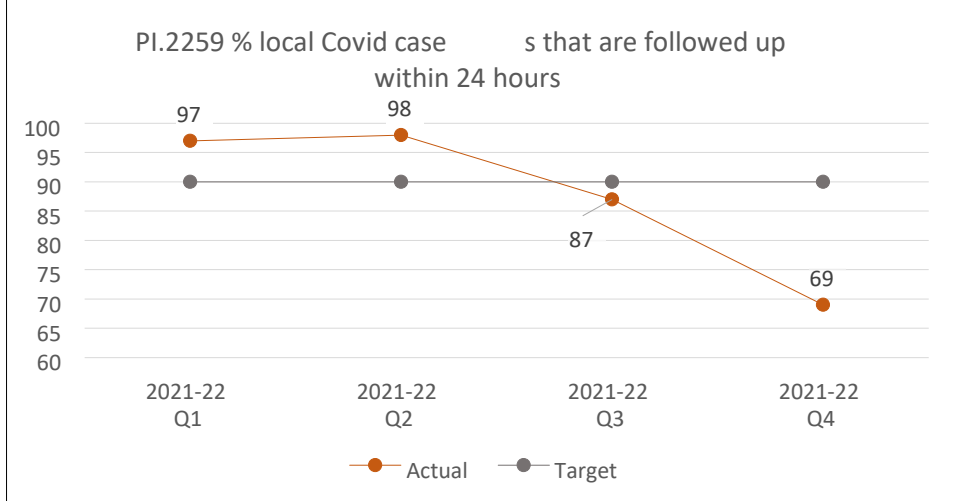
Section 3.3: Stronger and Safer Communities (Public Health and Wellbeing) – PI below target commentary

PI 2259 % of Local Covid cases that are followed up within 24 hours

PI	2020-21				2021-22							
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Quarter 4				
	New measure				97	98	87	Outturn	Target	S	T	
PI 2259	New measure				97	98	87	69%	90%			

Performance: what is the data telling us?

This reduction is largely down to high omicron cases in January and the changes in isolation duration - and the actual period of reporting is only up to the 23rd February as this is when nationally contract tracing ceased.



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Impact: what are the issues/risks for service delivery?

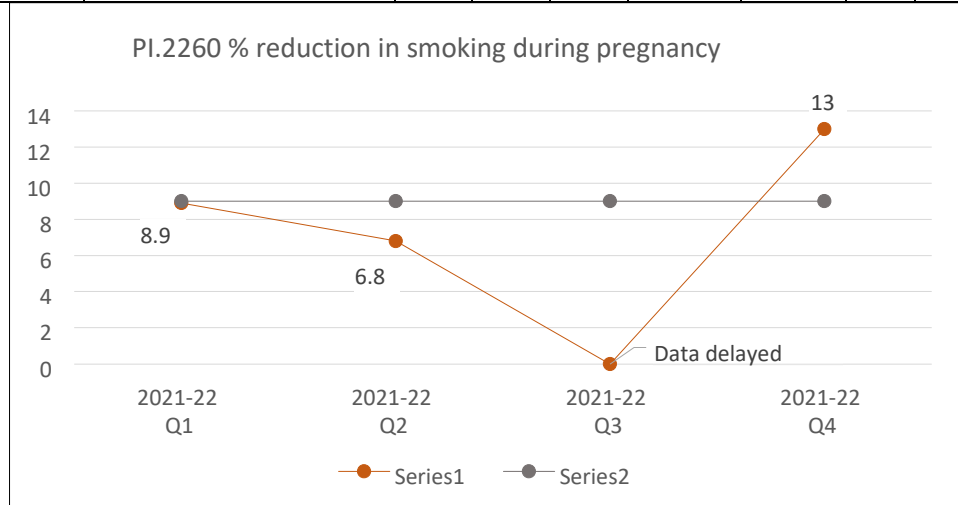
Following government guidance issued in February 2022, it was no longer a legal requirement to self isolate and contact tracing services came to an end. The new guidance requires people with covid symptoms to exercise personal responsibility.

Assurance: evidence that actions are in place and having an impact

The Local and National COVID-19 developments and local outbreak management plan will be presented to the Health and Social Care Scrutiny Committee on 14th July 2022

PI 2260 % reduction in smoking during pregnancy

PI	2020-21				2021-22							
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Quarter 4				
	New measure				8.9	6.8	-	Outturn	Target	S	T	
PI 2260	New measure				8.9	6.8	-	13%	9%	▲	▼	



Performance: what is the data telling us?

In September Dudley Group transferred from paper notes to a new patient care record Sunrise. As with most new systems there have been some implementation issues which includes the accurate recording of SATOD – the number of women known to be smokers at the time of delivery. The recording of women known to be smokers at time of delivery is a mandatory field to be completed but 112 records have been recorded as unknown. This has negatively skewed the percentage of women smoking at the time of delivery.



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Impact: what are the issues/risks for service delivery?

This performance indicator will continue to be included in the PH& WB Business plan 2022/2023 as an indicator to show a reduction of women who smoke at time of delivery. Our dept will continue to work with our partners to reduce the health risks to the pregnant women, baby, children and the address the financial and health inequalities impact of smoking.

Assurance: evidence that actions are in place and having an impact

We are working closely with Dudley Group to improve data collection in Sunrise. The Maternity Service has also implemented a bespoke data system for the Healthy Pregnancy Service in April 2022. This will act as a failsafe and sense check against the data supplied by Sunrise. We anticipate to validate SATOD figures for the first quarter reporting for 2022-2023.



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Section 4.1 Directorate Service Summaries

See separate document:

Public Health and Wellbeing Service Summary Sheet Quarter 4 (1st January – 31st March 2022)



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