



Meeting:	Health Wellbeing and Adult Social Care Scrutiny Committee
Meeting Date:	4 th February 2025
Publication:	Open
Council Priority:	Greener Healthier
Wards:	All
Report of:	Corporate Director of Health & Social Care

Subject: Adult Social Care Q2 2024/25 Performance Report

1. Recommendations

The Committee are asked to:

- 1.1. To note performance against targets in Quarter 2 2024/25 for measures relating to Health and Independence

2. Report summary

- 2.1. A suite of corporate performance indicators has been agreed for 2024/25, which help track progress in delivering the seven priorities set out in the Council's Islington Together 2030 Plan. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board and Joint Board, and externally through the Scrutiny Committees.
- 2.2. The Health and Care Committee is responsible for monitoring and challenging performance for the following key outcome area: Adult Social Care.
- 2.3. Performance targets are set based on benchmarking and trend data. Targets are reviewed and updated each year. The next set of targets will be reviewed in April 2025.

3. Quarter 2 performance update – Adult Social Care

Key performance indicators relating to Adult Social Care.

#	Indicator	2023/24 Actual	Q2 2024/25	Q2 Target 2024/25	On target?	Q2 last year	Better than Q2 last year?
AS C 1	The percentage of people with an outcome of no support needed after a reablement	78%	77%	78%	Within 5%	71%	Yes
AS C 2	New admissions to nursing or residential care homes (all ages)	174	84	100	Yes	74	No
AS C 3	Percentage of ASC service users receiving long term support who have received at least one review	48%	36%	26% Q2 target	Yes	26%	Yes
AS C 4	Percentage of service users receiving services in the community through Direct Payments	29%	30%	31%	Within 5%	29%	Yes
AS C 5	Percentage of service users who have been supported with safeguarding and who are able to comment, report that their desired outcomes were fully or partially achieved	96%	95%	95%	Yes	92%	Yes
AS C 6	The proportion of section 42 safeguarding enquiries where a risk was identified and the reported outcome was that this risk was reduced or removed	92%	94%	96%	Within 5%	91%	Yes

ASC 1 The percentage of people with an outcome of no support needed after a reablement

This indicator is one of the statutory reablement indicators that monitors outcomes after a period of reablement. The service aims to reable people and promote their independence. A high percentage for this measure provides evidence of a good outcome in delaying dependency and supporting recovery. Of the residents who received reablement in quarter 2, 77% were reabled and did not require long term support from adult social care. The target of 78% is the latest London average performance figure from the December 2024 Adult Social Care Outcomes Framework publication. Q2 performance is within 5% of the target and similar to London's performance.

ASC 2 New admissions to nursing or residential care homes (all ages)

The Council provides residential and nursing care support for those who are no longer able to live independently in their own homes. The aim is to support more people to remain independent and within the community for longer, therefore keeping admissions to a minimum. In Q2, there were 84 new admissions to care homes. There have been slightly more admissions compared to Q2 last year (74 new admissions), however performance has still met the target of having no more than 100 admissions in quarter 2.

The most recent published benchmarking was published in December 2024. From this publication, Islington has a lower rate of new admissions to a care home per 100,000 of the population compared to London and England.

- For those aged 65+, in 2023/24 359 per 100,000 people were admitted to a care home in Islington. This is similar to London (436 per 100,000) and better than England (566 per 100,000).
- For those aged 18-64, in 2023/24 6 per 100,000 people were admitted to a care home in Islington. This is a lower rate than London (10 per 100,000) and better than England (15 per 100,000).

ASC 3 Percentage of ASC service users receiving long term support who have received at least one review

As of Q2 2024/25, 36% of the service users who have been receiving services since the beginning of the year have received a support plan review. This is a cumulative measure with targets set for each quarter with the aim of reviewing 52% of the eligible population by the year

end has met target and is higher than performance last year (26%). Quarter 2 performance has reached an all-time high, driven by increased activity and enhanced data capture. End of year projections estimate performance will exceed the 52% target.

What action are you taking to keep it on track?

- Daily Integrated Quality Assurance Meeting (IQAM) and daily hospital meeting to sign off any packages of care or requests for placements. Chaired by member of the Senior Leadership Team at Assistant Director level or above. The purpose of the meeting is to be assured that a strength-based approach is being taken when assessing or reviewing residents and that the least restrictive options are explored with innovative solutions being used to meet need and to achieve the best outcomes for residents.
- Management actions are in place to provide assurance that all support packages are recorded in a timely manner on the electronic care records system (LAS) to enable accurate performance recording in this area.

ASC 4 Percentage of service users receiving services in the community through Direct Payments

Providing support by direct payment aims to give the individual in need of support greater choice and control over their life. In 2023 it was decided to increase the target for this indicator from 30% to 31%. This decision was made to drive improvements in performance and align with performance in the upper London quartile for this indicator. In Q2 2024/25 30% of Islington service users receiving services in the community were supported via a Direct Payment. Performance for this indicator has improved compared to last quarter (29%) and within 5% of the new target ambition of 31%. Benchmarking from the latest published statistics in the Adult Social Care Outcomes Framework (ASCOF) 2023/24 shows Islington is performing better than, London (25%) and England (26%).

What action are you taking to keep it on track?

- There are a number of Direct Payments User and carers forums and working groups that have been commenced that are focussing on improvements to processes that will simplify the Direct Payment process.
- Other work within the department includes the review and refresh of Direct Payments (DPs) policies and procedures
- Direct Payments are being discussed in the daily quality assurance meetings with the aim to identify residents who would benefit from having a direct payments to more flexibly manage their support.

ASC 5 Making Safeguarding Personal (An individualised approach to safeguarding that focusses particularly on what the resident would like the outcome of the safeguarding to be)

This indicator measures the percentage of service users who have been supported with safeguarding, and who are able to comment, report that their desired outcomes were fully achieved.

The safeguarding adult's duties are enshrined in the Care Act 2014. The Care Act formally introduced the requirement for local authorities to safeguard people using a personalised

approach. This approach is Making Safeguarding Personal (MSP). MSP places the service user at the centre of safeguarding conversations, decisions and actions. One of the assurance mechanisms to track that the Making Safeguarding Personal principles are being followed is by asking service users if their desired outcomes were fully met at the end of the safeguarding investigation.

In Q2 2024/25, 96% of service users reported that their desired outcomes were fully or partially achieved. Quarter 2 performance has exceeded the target (95%) and end of year performance last year (95%). It should be noted that the data source for this indicator comes from both Adult Social Care and the Mental Health Trust (Trust). We are aware which teams need to improve their data recording and practice in order to drive performance.

What action has been taken

- The Trust, the Safeguarding Adults Unit (Part of ASC's Assurance, Strategy & Improvement Department) and Islington Council are working closely together and have a clear set of actions in place to ensure that safeguarding is accurately recorded and that there is consistent and high-quality practice and processes in place.
- A safeguarding handbook has been developed alongside internal training and with regular staff forums which maintains a focus on quality and consistency.
- Ongoing forums for Safeguarding Adult Managers (SAM's) and drop in for frontline workers are continuing to discuss complex cases, obtain advice and ask about the safeguarding processes.

ASC 6 NEW - The proportion of section 42 safeguarding enquiries where a risk was identified and the reported outcome was that this risk was reduced or removed

This measure is included in the internal safeguarding performance monitoring, it forms part of the annual Safeguarding Adults Collection statutory submission (SAC) and in 2023/24 was added to the national Adult Social Care Outcomes Framework (ASCOF).

In Q2 2024/25, 94% of service users had a reported outcome of risk removed or reduced. Quarter 2 performance was within 5% of the target (96%) and better than end of year performance last year (92%). It should be noted that the data source for this indicator comes from both Adult Social Care and the Mental Health Trust.

What action has been taken

- The Trust, the Safeguarding Adults Unit and Islington Council are working closely together and have clear set of actions in place to ensure that safeguarding is accurately recorded and that there is consistent and high-quality practice and processes in place.
- Additional support has been provided to the Trust to address any data quality challenges.

What action are you taking to keep it on track?

- As in ASC, the Trust holds regular forums for practitioners to explore and test safeguarding matters, seek advice and support when overseeing difficult or complex cases.

- In partnership with ASC and the Trust, a system has been developed to collect and quality assure data within the Trust before the Council Data Team review to cross-check and provide assurance on data quality.
- Since the recording system (RIO) went live in the Trust, new safeguarding S42.1+2 forms have been designed and built onto the system to ensure the necessary data is captured and can be reported.
- Operationally, a performance dashboard is in place with the Trust that collects the data directly from RIO, which is easily reported via 'PowerBi', alongside a robust auditing process, that managers regularly use with teams to provide oversight and assurance regarding the quality of safeguarding practice, process and timeliness.
- The Safeguarding Adults Unit (part of the ASC Assurance, Strategy & Improvement Department), provide regular arm's length assurance of the quality of safeguarding practice, process and timeliness. The team, which has a high degree of safeguarding expertise, will step in if anomalies are identified to work alongside the team to address and/or improve.

4. Key impacts and risks of the proposal

4.1. Not applicable

5. Contribution to the Islington Together 2030 Plan

5.1. The Council's Corporate Plan sets out a clear set of priorities, underpinned by a set of firm commitments and actions that we will take over the next four years to work towards our vision of a more equal future where everyone can thrive. The corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services.

6. Consultation and community engagement

6.1. Not applicable

7. Implications

7.1. **Financial Implications**

7.1.1. The cost of providing resources to monitor performance is met within each service's core budget.

7.2. **Legal Implications**

7.2.1. There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

7.3. **Climate Change and Environmental Implications**

There are no environmental impact arising from monitoring performance.

7.4. **Equalities Impact Assessment**

7.4.1. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of

opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

- 7.4.2. An Equalities Impact Assessment Screening was completed and a full Equalities Impact Assessment is not required in relation to this report, because this is a routine performance monitoring report.

8. Timetable for implementation

- 8.1. Not applicable

Report approval:

Authorised by:

Corporate Director Health and Social Care

Date: 24 January 2025

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