

Delivering Better Services

Key for performance:

On track/good	Slightly below desired level	Requires improvement
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Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	Quarter 1 (April- June) 2021/22	Quarter 2 (July – Sep) 2021/22	2021/22 Target
Safety carriageway defects repaired within 4 hours (emergency)	Quarterly	Growth, Environment & Transport	High	92.63%	91.95%	88.10%	88.71%	95%
Safety carriageway defects repaired within 2 working days (urgent)	Quarterly	Growth, Environment & Transport	High	92.02%	86.79%	82.29%	85.42%	95%
Safety carriageway defects repaired within 5 working days (non-urgent)	Quarterly	Growth, Environment & Transport	High	86.06%	85.28%	79.2%	87.29%	90%
Safety carriageway defects repaired within 20 working days (non-urgent)	Quarterly	Growth, Environment & Transport	High	94.29%	90.14%	95.42%	94.53%	90%
Percentage of Non-Traffic Management (NTM) lamp-out faults repaired within 5 working days	Quarterly	Growth, Environment & Transport	High	New quarterly measures starting from Q1 2020/21	91%	97%	97%	90% within 5 working days
Percentage of Traffic Management TM lamp-out faults repaired within 20 working days	Quarterly	Growth, Environment & Transport	High	New quarterly measures starting from Q1 2020/21	89%	100%	98%	90% within 20 working days

Safety carriageway defects. Quarter 2 (Q2) 2021/22 has seen a continuation of the increase in defects reported both by Highways Service Inspection (HSI) and the public. To date, compared to 2019 data, there has been a 32% increase in HSI reported defects and a 58% increase in public reported defects. Increased numbers of defects have been found predominantly in the 10 and 20-day category for both HSI and public reports. These relate to secondary distributor/ B&C class roads and link roads (10 day 3 and 6 monthly inspections) and local access roads/ unclassified roads (20-day 12 monthly inspections).

September figures show improved performance as increased resources were deployed to respond to the increased demand.

Street lighting fault repair. Performance in Quarter 2 is broadly in line with that of Quarter 1 (2021/22) but is significantly improved from this time last year for both Traffic Management (TM), 87% Q2 2020/21, and non-TM (NTM) faults, 92% Q2 2020/21. Our overall performance that measures both TM & non-TM performance combined has also improved and is at 97% compared to 92% for Q2 2020/21.

There are still problems accessing some columns due to increased parked cars due to people continuing to be working from home and other Covid-19 issues, the return of staff who were shielding and the continued hard work of the Street Lighting Team has seen an improvement in the percentage of columns repaired within the specified timescale.

Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2021/22 Quarter 1 (April –June)	2021/22 Quarter 2 (July –Sep)	2021/22 Target
Number of working days per full time equivalent lost to sickness absence	Quarterly	Chief Executive and Director of Resources	Low	Apr 2019 to March 2019 12.39 days per FTE	Apr 2020 to March 2021 10.76 days per FTE	July 2020 to June 2021 10.98 days per FTE	October 2020 to September 2021 11.77 days per FTE	9.83 days per FTE (target pending review)
Revenue forecast outturn % variance to budget	Quarterly	Chief Executive and Director of Resources	Low	0.22%	-2.28%	-0.59%	-1.87%	0%

Please note all data was correct at the time of publication, however they may change due to validation processes including for statutory reporting.

Proportion of budget supported by reserves	Annual	Chief Executive and Director of Resource	Annual Statement – schedule to be confirmed
Audit report	Annual	Chief Executive and Director of Resources	Annual Statement – schedule to be confirmed
Progress on organisational development	Annual	Chief Executive and Director of Resources	Annual Report – schedule to be confirmed

Sickness absence. There is a steady rise in the sickness absence rate per FTE which has increased each month since May 21, following the lowest figures in April 21 (10.64). Recent month-by-month analysis comparing the number of absences over the last three years, indicated a similar trend for the June to September period, with 2021 figures being slightly below 2019. During this quarter, the number of new long-term absence cases has slowly declined from 183 to 114.

The top reasons for absence continue to be mental and behavioural disorders which account for 36.43% of days lost, a reduction since the last quarter (37.93%). Musculoskeletal related absences are second with 12.81%, followed by Covid-19, accounting for 10.02% of days lost. There has been a steady increase in the average number of days lost per Covid absence, from an average of 3.8 days in April to 6.3 days in September. The number of Long-Covid absences continue to be closely monitored with HR resources directed to provide support and guidance to services for these cases.

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Revenue forecast outturn % variance to budget. The Q2 forecast is an underspend of £16.441m, which is 1.87% of the county council's net budget. The underspend is due to a combination of variances across services including underspends on Treasury Management and Children's Social Care offset by overspends on Adult Services and Highways and Transport. This is the second forecast of the financial year. A number of assumptions are made based on expenditure and income to date and knowledge of future activity from budget holders. The impact of the pandemic is being closely monitored as restrictions are now lifted, and demand returns to a pre pandemic level. There may be significant variances as the backlog of issues pertaining to the pandemic are dealt with.

Additional service developments. In addition to the above established key performance indicators many other service developments, projects and achievements are ongoing which support the Delivering Better Services corporate priority. Performance metrics are being developed for these areas, along with associated targets where appropriate, for inclusion in future reports. These service development areas include:

- Initiating a transformation programme (Our Improvement Journey) in the first quarter of 2020 which has been reshaped during the pandemic.
- Rolling out additional technology during the early stages of the pandemic to support new ways of working with an ambitious programme of digital change. The first step is the replacement of the core Enterprise Resource Planning system which is underway. This will support delivery of better services in a number of ways including the provision of improved data and analysis across key areas such as HR, procurement and finance, to support improved decision making and resource decisions.
- Major changes are already underway in Education & Children's services, with large scale transformation of key parts of the workforce to establish the Family Safeguarding Model, which is already showing a reduction in the number of children being taken into care, which will improve the quality of life for young people and have the added advantage that it will improve the budget profile.
- A programme of change is underway within Adult Services to initiate widespread improvement using the '3 conversations model'.
- A review of the HR & Skills, Learning and Development service to ensure that the skills and capacity required to support delivery of the Improvement Journey and service improvement are understood and that we have the right resources allocated to priorities.
- Refreshed staff survey beginning in Nov 21, which will provide additional data and metrics on staff engagement – providing key indicators of improvement including the Employee Engagement Index and a Net Promoter Score, which will underpin targeted work to measurably 'drive-up' engagement.

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- A refreshed performance framework underpinning the Improvement Journey (IJ), providing evidence of improvement against the 4 cornerstones (our culture, our talent, our ways of working and our organisation).
- Developing the programme level reporting required to monitor the performance of the IJ programme (through the development of key indicators, reporting and activity dashboards).
- Further development of the performance engagement to increase usage and uptake, providing staff and managers with an improved understanding of individual and team performance.

Protecting our environment

Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2021/22 Quarter 1 (April-June)	2021/22 Quarter 2 (July – Sep)	2021/22 Target
Percentage of recycling, reuse and composted	Quarterly	Growth, Environment & Transport	High	45%	44.4%	45%	43%*	50% (current national target)

**The recycling % reported each quarter is based on forecast for full year*

Recycling. The forecast for this year has dropped by two percentage points and is mainly due to continued high volumes of doorstep collected residual waste. The out-turn tonnage level is expected to be similar to 2020/21 around 418,000 tonnes (Q1 out-turn estimate 407,000t). Current levels of kerbside collected recyclables are slightly lower than the tonnes reported in Q1, with increased recyclables at recycling centres which could be a contributing factor of this reduction at kerbside. Although not at similar levels to two years ago, pre-pandemic (2019/20), recycling centres are seeing signs of returning to normal levels, over the last few months throughput is back up at 80%.

In terms of the processing of residual waste at Thornton and Leyland Waste Treatment Facilities, the plants continue to operate at full capacity, with anticipated output tonnes consistent with last year. Towards the end of last year, early this, Thornton Waste Treatment Facility made changes to their operations to allow them to manage these continued high volumes of kerbside residual waste. Over the last few months, equipment (known as star screen) has been introduced at Thornton and is now operational hence more Compost Like Output (CLO) being recovered now rather than Refuse Derived Fuel (RDF) resulting in much improved mass loss performance.

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Performance Indicator	Frequency	Directorate	Current Performance
Sustainable transport and travel	Annual	Growth, Environment & Transport	Annual Report – schedule to be confirmed

Additional service developments. In addition to the above established key performance indicators many other service developments, projects and achievements are ongoing supporting and delivering the Protecting our Environment corporate priority. Performance metrics are being developed for these areas, along with associated targets where appropriate, for inclusion in future reports.

These development areas include:

- An ambitious carbon reduction and nature recovery resolution that seeks to 'transition the Lancashire economy away from carbon by 2030 and address the biodiversity crisis'. A new Carbon Strategy Team is being created with responsibility for the development of mitigation and adaptation measures across the asset portfolio.
- Nearing completion of an ambitious programme of LED street lighting conversion for all 152k streetlights - reducing carbon emissions by 84,400 tonnes (equivalent to driving over 3 billion miles in a diesel car) and saving £40 million in energy costs by March 2022.
- Developing two submissions for the Local Government Association's Pass the Planet campaign. The low carbon schemes will be showcased by the LGA in the autumn and the team have produced two short videos to show the work done and the impacts achieved.
- Recycling and CO₂ reduction in carriageway resurfacing - new process being used to recycle materials saving bitumen and reducing carbon emissions by 40%.
- An additional focus on recycling and working to become a single use plastic free organisation.
- Upgrading and installing far more energy efficient boilers in a number of Lancashire County Council properties including care homes.
- Implementing a project to install solar arrays and source heat pumps on three libraries, projected financial savings are £36,371 per annum with combined carbon emission reductions of 21.6 tonnes per annum. The works will also improve the internal comfort of the libraries.
- Working with partners on the installation of electric car charging points on the highway network and at 150 locations

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Supporting Economic Growth

Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Quarter 3 (October - December)	2020/21 Quarter 4 (January - March)	2021/22 Quarter 1 (April –June)	2021/22 Quarter 2 (July – Sep)	Project Targets
Number of Rosebud loans provided to new or existing businesses	Quarterly	Growth, Environment & Transport	On target	£1,581,000-9 investments	£300,000 1 investment	0	£569,000 3 investments	£75,000 1 investment	5-year target is £11.25m covering 150 investments (July 2019 - June 2024)
Number of jobs created by Boost	Quarterly	Growth, Environment & Transport	On target	242.22 Target 110	80.93 Target 100	42.05 Target 100	128.33 Target 100	50.83 Target 100	1,000 jobs target (Jan 2019 - Dec 2022)
New businesses established by Boost	Quarterly	Growth, Environment & Transport	On target	25 new businesses Target 25	26 new businesses Target 20	40 new businesses Target 10	54 new businesses Target 5	38 new businesses Target 5	200 new businesses Jan 2019 - Dec 2022

Rosebud. Appetite for term debt products remains low with businesses still sitting on healthy cash balances following government backed Covid loans schemes. Pipeline is low as expected and deal flow is harder to gather. This will be another challenging quarter but hopefully some positive developments in the marketplace will come in early 2022.

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Boost ERDF Support. The Boost European Regional Development Fund (ERDF) core programme is targeted at supporting high growth businesses to achieve their potential. The decrease in outputs over the past year can be attributed to businesses responding to the pandemic, with their focus moving from growth to survival. Boost adapted their service offer to support those businesses through enquiry and advisor provision

- Enquiries for the 2020/21 financial year were 2,494 compared with enquiries for 2019/20 1,883. An increase of 611 enquiries received by the Boost Team.
- Boost advisors have given over 2,000 hours of business support to over 1,600 businesses needing Covid advice and guidance.

For July-September 21, the outputs have started to recover to pre-pandemic levels however new jobs created is still a challenging area, as it is nationally.

Boost Recovery Grants - Under the umbrella of the Boost ERDF project the Business Growth and Innovation service set up from scratch and implemented a small capital grants programme to support Lancashire SMEs in their response to the impact of the pandemic. This involved the review of over 1,000 Expressions of Interest and the issuing of 500+ Application Forms to eligible businesses in the county council, Blackburn with Darwen, and Blackpool areas. This was in addition to the planned work priorities of the service.

Most of the grant defrayal was completed before the end of March 2021 with many staff across the team working hard to distribute the money to grateful businesses. The Recovery Grants programme has now completed delivery and distributed all relevant funds so there is no change to the figures. To the end of June 2021, the service has defrayed £1,108,645.80 to 347 business.

Performance Indicator	Frequency	Directorate	Current Performance
Number of visitors to Lancashire	Annual	Growth, Environment and Transport	Annual Report – schedule to be confirmed.
The economic impact of visitors to Lancashire	Annual	Growth, Environment and Transport	
Full Time Equivalent jobs supported by the visitor economy	Annual	Growth, Environment and Transport	

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Progress on the apprenticeship levy	Annual	Chief Executive and Director of Resources	Annual Report – schedule to be confirmed
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Educational attainment

Key Stage 4 (KS4). 2020/21 figures are due in late November 2021 and available to report soon thereafter.

Early years Foundation Stage and Key Stage 2. Assessments did not take place for the period 2019/20 and 2020/21 (EYFS not mandatory during this period) hence the omission of performance updates under these areas.

Performance Indicator	Frequency	Directorate	Good is	2018/19	2019-20	2020-21	2021-22	2021/22 Target
Percentage primary pupils offered one of top three preferences	Annual	Education and Children's Services	High	97.9% (April 19)	97.1% (April 20)	97.1% (April 21)	98.6% (April 21)	Maintain Quartile 2
Percentage secondary pupils offered one of top three preferences	Annual	Education and Children's Services	High	95.3% (March 19)	95.3% (March 20)	95.3% (March 21)	96.3% (March 21)	Maintain Quartile 2

School placements. Above on target figures previously report to the Committee. 2022/23 admissions figures will be published mid-2022.

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Performance Indicator	Frequency	Directorate	Good is	2017/18 Performance	2018/19 Performance	Latest Performance	2021/22 Target
Proportion of children excluded from school	Quarterly	Education and Children's Services	Low	0.18% (2017/18)	0.19% (2018/19)	0.09% (2019/20)	0.09%

Exclusions. Above on target figures previously report to the Committee. 2020/21 exclusion figures will be published July 2022.

Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2020/21 Quarter 1 (April –June)	2021/22 Quarter 1 (April –June)	2021/22 Target
Percentage of young people in employment education or training (EET)	Quarterly	Education and Children's Services	High	93% (Dec 2019 – Feb 20 average)	93.8% (Dec 2020 – Feb 2021 average)	93.2% (June 2020)	95.1% (June 2021)	94.7% (Dec 2020-Feb 2021 average)
Percentage of young people in education or training (EET) SEND pupils	Annual	Education and Children's Services	High	88.9% (Dec 2019 – Feb 20 average)	90.3% (Dec 2020-Feb 2021 average)	89.1% (June 2020)	89.9 % (June 2021)	86% (Dec 2020-Feb 2021 average)

16/17 year olds in Employment Education or Training (EET). Above on target figures previously reported to the Committee. Finalised Q2 figures are due in late November 2021 and will be available to report thereafter.

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Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2021/22 Quarter 1 (April –June)	2021/22 Quarter 2 (July – Sep)	2021/22 Target
Number of visits to libraries (annual cumulative indicator)	Quarterly	Education and Children's Services	High	3,486,877 (2019/20)	477,981 (2020/21)	265,139	393,140 658,279 (cumulative total)	1,400,000 (Target reviewed: See Notes) Previously 4,000,000
Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2021/22 Quarter 1 (April –June)	2021/22 Quarter 2 (July – Sep)	2021/22 Target
Number of PNET sessions (annual cumulative indicator)	Quarterly	Education and Children's Services	High	504,007 (2019/20)	55,646 (2020/21)	28,639	39,605 68,244 (cumulative total)	150,000 (Target reviewed: See Notes) Target previously 621,000
Number of library events organised (annual cumulative indicator)	Quarterly	Education and Children's Services	High	11,718 (2019/20)	205 (2020/21)	48	103 151 (cumulative total)	1,000 (Target reviewed: See Notes) Target previously 8,400

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Number of e-downloads (annual cumulative indicator)	Quarterly	Education and Children's Services	High	353,007 (2019/20)	930,301 (2020/21)	242,993	228,301 471,294 (cumulative total)	800,000 (Target reviewed: See Notes) Target previously 293,908
Number of volunteers in libraries	Quarterly	Education and Children's Services	High	677 (2019/20)	167 (2020/21)	143	78	250 (Target reviewed: See Notes) Target previously 600

Use of Libraries. Q2 2021/22 shows steady recovery of visitor numbers, though there are still some Covid safety precautions in place within the buildings leading to some opening hours being lost and restrictions on capacity. New target has been set taking these limitations into account.

People's network (PNET) sessions. Sessions during Q2 have increased despite still being subject to Covid safety regulations, meaning significantly fewer terminals were available to ensure distancing and shorter sessions, as cleaning time was required between customers. It is hoped usage will increase as more terminals are made available, but no dates for this have been confirmed as yet. New target has been set taking these limitations into account.

Library events. During Q2 online events have continued to remain popular, including adult's and children's book clubs, author interviews, activities etc. With some 730 individuals "attending" virtually. However, a significant number of events, particularly for children, re-started in library buildings, including many connected with the Summer Reading Challenge for young library users. However, capacity restrictions are thought likely to continue, which is reflected in the new target set.

e-downloads. The eBook service has seen significant increase in registered members and usage throughout the pandemic restrictions - with new formats - eMagazines, eNewspapers and eComics - being made available, although currently some issues with obtaining data from a new supplier has proved a limiting factor affecting some figures. Whilst Q2 has seen some levelling off in usage, it appears those who have moved to the electronic formats are staying with them, which is reflected in the new target set.

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Volunteers in libraries. Figures for this measure are not cumulative as month on month it is likely many of the same individuals will make up much of the total. Q2 again saw only limited volunteer operated services running, with 68 volunteers on Home Library Service deliveries. Also 10 Culture Hack volunteers attended a session in-library, but other volunteers will not be able to return to libraries until restrictions are lifted (hopefully in the next Quarter) and will depend on the rollout of in-library events and willingness of individuals to resume volunteer duties.

The Library service view that although most of the figures are rated Green due to the new more realistic targets set but this is conditional on the continued impact of the relaxation of restrictions. However, the Events and Volunteers metrics are still lagging somewhat the new targets setup at the end of Q2 as the relaxation of restrictions factor had not started to take effect yet on these areas. Therefore it was agreed they should receive an Amber rating for Q2, as the expectations is they will catch up once restrictions are further and/or fully lifted.

Additional service developments. In addition to the above established key performance indicators many other service developments, projects and achievements are ongoing helping deliver the Supporting Economic Growth corporate priority. Performance metrics are being developed for these areas, along with associated targets where appropriate, for inclusion in future reports.

These service development areas include:

- £15bn opportunities to invest in major development and infrastructure across the county.
- A £1.75bn Lancashire County Council Development Pipeline.
- Delivery of the £256m South Lancaster Growth Catalyst including major road, bus, cycling and walking investment supported by Housing Infrastructure Fund, unlocking delivery of over 9000 houses and employment land.
- A £12.8m Growth and Recovery Programme for Redefining Lancashire.
- The Eden North project, which is an exciting landmark opportunity with £125m investment creating around 2,000 construction jobs with an anticipated 1m visitors. This is a key driver for post-Covid green recovery in the North West.
- The Preston Western Distributor which provides direct access to new housing developments and an alternative to rush hour traffic in the city centre and improves access to the motorway from Warton Enterprise Zone. It also supports the delivery of a new parkway rail station.

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- Lancashire Central and Samlesbury Enterprise Zone which is a 3 million sq. ft of commercial floorspace including high tech industrial and research, advanced manufacturing, engineering and logistics. This is a £500m investment including major infrastructure and transport improvements.

Caring for the vulnerable

Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2021/22 Quarter 1 (April-June)	2021/22 Quarter 2 (July – Sep)	2021/22 Target
Percentage of children and young people who received targeted early help support from Children and Families Wellbeing service which successfully met their identified needs	Quarterly	Education and Children's Services	High	65.5%	64%	70%	69%	66%
Percentage of children looked after who are actually living in Lancashire	Quarterly	Education and Children's Services	High	79.9% March 2020	80.0% March 2021	81.2% June 21	81.7% September 2021	80%

Children and Families Wellbeing Service. Overall performance in Q2 dipped slightly caused by the usual (seasonal) increase in families becoming disengaged or withdrawing consent during August. Encouragingly, during July 71% of families receiving targeted support had their needs fully met, and in September this rose to 74%, demonstrating the positive impact of the practice development workshops being delivered across the service. More in-depth analysis is being undertaken on families who become disengaged in order to fully understand these cases.

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Looked after children actually living in Lancashire. This indicator remained above target at the end of Q 2 2021/22 (81.7%). Social care teams, including fostering and residential teams have worked with commissioning colleagues and with independent fostering and residential providers to ensure children and young people can remain within their communities, where possible, enabling them to continue to access their educational establishments and be close to family and friends where it is safe to do so.

Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2021/22 Quarter 1 (April- June)	2021/22 Quarter 2 (July – Sep)	2021/22 Target
Percentage of adults and older people whose desired safeguarding outcomes are fully met	Quarterly	Adults Services and Health and Wellbeing	High	63.0%	65.4%	65.9%	66.9%	70.0%
Percentage of Care Homes in Lancashire rated as Good or Outstanding – all Care Home provision (LCC and non-LCC maintained)	Quarterly	Adults Services and Health and Wellbeing	High	84.8%	83.9%	81.8%	80.1%	83.5%
Percentage of care providers in the community rated as Good or Outstanding - all Community Based provision (LCC and non-LCC maintained)	Quarterly	Adults Services and Health and Wellbeing	High	94.2%	95.6%	95.3%	96.0%	96.0%

Safeguarding outcomes. There has been a slightly improved position in the proportion of people who have indicated that their safeguarding outcomes were fully met, with performance rising to 66.9% within Quarter 2 of 2020/21. 97% of people indicated that their desired safeguarding outcomes were partially or fully achieved. However, it continues to be monitored closely, as the detrimental

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impact resulting from the pandemic in relation to quality of care provided within the care settings has increased the number of referrals in relation to Neglect and Acts of Omission.

Quality of care homes. Throughout Lancashire there has been a further drop to 80% of care homes being rated good or outstanding by the Care Quality Commission (CQC), which puts Lancashire slightly under the national performance of 82%. This is largely due to the number of inspections increasing within the second quarter of 2021/22 with 32 taking place compared to 5 in the same time period in 2020/21. Of the 32, 10 of these have moved down in grade from previously being 'good' to now 'requiring improvement' and 1 from 'requiring improvement' to 'inadequate'.

Only 1 LCC maintained care home was inspected in this period which was Thornton House Home for Older People which rated as requires improvement (previously rated as good).

Lancashire County Council maintains 16 care homes for older people, 11 of which are currently rated good or outstanding (68.75%) with five care homes requiring improvement. The homes currently rated as requiring improvement are Castleford, Clitheroe; Dolphinlee, Lancaster; Woodlands, Clayton-le-Moors; Grove House, Adlington and Thornton House, Thornton Cleveleys. Three of these inspections took place in 2019 and the themes across the homes identified issues with record keeping, responsiveness to call bells, staff skill mix, staff shortages, quality assurance processes, handling of medicines and service management and leadership. Actions have been put in place to address these issues and resolve any behaviours identified.

Lancashire County Council also maintains 8 residential short break services for people with disabilities, two are currently rated as outstanding and six as good.

Quality of community service providers. Community care providers help people to live independently by offering care and support for people with learning disabilities, acute or chronic conditions, mental health needs or substance misuse problems. Across Lancashire, 96% of community care providers were rated as good or outstanding by the CQC, which is better than national performance (88%). LCC maintains 9 community care providers, 8 of which are supported living services and are all rated as good. The 'Shared Lives' service matches adults with learning disabilities, physical disabilities, older people and/or mental health needs with carers and their families, to live within their home, and become part of their family. The people living in Shared Lives continue to see their own family and friends as much as they want. This service is the largest in the country and is rated outstanding by CQC.

Inspections of community providers has also started to increase following the pandemic, with 7 inspections being published throughout Lancashire in the second quarter of 2021/22 (compared to 1 in the same period in 2020/21)

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Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2021/22 Quarter 1 (April- June)	2021/22 Quarter 2 (July – Sep)	2021/22 Target
Percentage of adults with learning disabilities in employment	Quarterly	Adults Services and Health and Wellbeing	High	2.02%	2.3%	1.9%	2.1%	3.1%

Adults with learning disabilities in employment. The number of Adults with learning disabilities in employment continues to be low and under target (as the national benchmark is 5.6%). The pandemic reduced some employment prospects impeding the opportunity for people with learning disabilities to be introduced to a working environment.

The response to the pandemic reorganised priorities internally and resulted in some of the staff within the adult disability employment support service being re-deployed into other business critical roles. This resulted in the reduction of some of the support and monitoring. Work has now started to resume in this area to review how more adults with learning disabilities can be supported into employment in the 2021/22 year, by both the role of the specialist support team and also providers of care and support services.

Performance Indicator	Frequency	Directorate	Current Performance
Public Health Outcomes in Lancashire	Annual	Adults Services and Health and Wellbeing	Report presented to 01/07/21 CCPI meeting. Additional metrics now being considered for inclusion in future reports.

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Performance Indicator	Frequency	Directorate	Good is	2019/20 Outturn	2020/21 Outturn	2021/22 Quarter 1 (April –June)	2021/22 Quarter 2 (July – Sep)	2021/22 Target
Percentage of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	Quarterly	Adults Services and Health and Wellbeing	High	84.3%	81.6%	86.7%	85.2%	87.4%
Proportion of adults with learning disabilities who live in their own home	Quarterly	Adults Services and Health and Wellbeing	High	82.1%	83.0%	81.1%	90.9%	86%
Proportion of adults and older people receiving long term services who are supported in the community	Quarterly	Adults Services and Health and Wellbeing	High	69.7%	72.3%	71.5%	71.7%	72%
Permanent admissions to residential and nursing care homes per 100,000 population aged 18-64 during the year	Quarterly	Adults Services and Health and Wellbeing	Low	15.2	12.2	13.3	13.3	13.6
Permanent admissions to residential and nursing care homes per 100,000 population aged 65+ during the year	Quarterly	Adults Services and Health and Wellbeing	Low	672.6	482.2	589.6	662.2	600-680

Percentage of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. The number of older people who are still at home 91 days after discharge (85.2%) is above the national average of 82.0% and the regional average of 82.2%. This indicator varies throughout the year, with seasonal issues impacting on the overall success rate.

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The council has significant working relationships with 5 main hospital trusts spread over 8 sites and those arrangements continued throughout the last year including the hospital discharge arrangements during the pandemic. Ease and timeliness of data capture varied between hospitals and there were often considerable time lags between discharges organised by the NHS occurring and the data being shared with the council to enable assessments to occur.

Proportion of adults with learning disabilities who live in their own home

Current performance is above target for the year and significantly above the national average of 77.3%. The reported reduction in performance for quarter 1 initiated a deep dive of the quality of our data recorded in our client database, as the trend did not appear to be representative of what was happening in Lancashire. This data cleansing exercise revealed a significant number of service users where the required information had not been recorded. Performance reflects Lancashire County Council's commitment to ensuring that people who have a learning disability and/or autism are supported to live as independently as possible. Work has been undertaken to offer people a supported living option where possible and placement in residential care is not the preferred model of support.

Proportion of adults and older people receiving long term services who are supported in the community. The proportion of people receiving long term services supported in the community is just under target at Q2. The pandemic reduced the number of people admitted to residential care, but as measures have relaxed this is impacting those supported in the community, hence more are returning to a residential setting to meet their needs.

Permanent admissions to residential and nursing care homes per 100,000 population aged 18-64 during the year. Admission rates for people aged 18-64 remain lower than the England average of 14.6, and within target.

Permanent admissions to residential and nursing care homes per 100,000 population aged 65+ during the year. The number of older adults being admitted to a residential /nursing setting has increased significantly over the 2nd quarter; this is coupled with the number of people being discharged from hospital being very high. The rise in admissions has been directly affected by the increase in Discharge to Assess (D2A) activity and lack of home care capacity, which directly impacts short-term and long-term residential care

Admissions to residential and nursing homes across all age groups will continue to be monitored, as the impact of the pandemic on admissions is quantified. Many families have not considered care or residential homes for loved ones due to the significant restrictions on family contact. The increase in admissions demonstrates that more are returning to residential settings. There is potential for the number to continue to rise in Q3 as the NHS block book more care home beds and as the home care pressures increase further.

Please note all data was correct at the time of publication, however they may change due to validation processes including for statutory reporting.

Health Checks. Health checks are mainly delivered through GP practices in primary care, with a small amount of provision from other commissioned services in workplaces and in community settings. The programme was suspended during the pandemic, and Public Health England directed that no results were to be reported.

The health check has to be delivered in a face-to-face situation, and as such has been adversely affected by the pandemic. GP surgeries generally prioritised other activity and it became very difficult to deliver health checks in a pandemic-safe way. Similarly, the general population tended to avoid GP surgeries for all but essential visits. More recently the availability of test tubes for phlebotomy blood tests has further impacted on GP delivery. With the continued working from home arrangements many workplaces have not returned to previous capacity levels significantly affecting the availability of people eligible for a Health Check.

The restart of the NHS Health Check programme is a Public Health priority within the Healthy Hearts agenda and a series of mobilisation activities are already underway across Lancashire with support from CCG colleagues, community providers, Lancashire County Council Corporate Communications and the Programme Office.

Additional service developments. In addition to the above established key performance indicators many other service developments, projects and achievements are ongoing supporting and delivering the Caring for the Vulnerable corporate priority. Performance metrics are being developed for these areas, along with associated targets where appropriate, for inclusion in future reports.

These service development areas include:

- An extra £10m has been secured to extend support for SEND pupils.
- A clear ambition to innovate, modernise and provide flexible, responsive and person-centred adult social care services through embracing new technology, new housing models and adopting new ways of working.
- Further developing relationships with care providers who are keen to continue a dialogue about working together to develop new and innovative services based on people's choices.
- A clear ambition to ensure at least one extra care housing scheme in each district.

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