

Appendix 9a – Council Plan Performance Summary

Priority: Our Communities – Creating stronger communities and increasing resilience

THEME - People who need social care in Blackpool will receive an assessment in good time, have access to support from a range of good quality providers and they will have a regular review of their needs

Indicator	Outturn 2022/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Outturn 2023/24	DoT	Target	DoT
							Previous Performance		Against Target
Proportion of providers registered with CQC in Blackpool rated good or better	83.52%	85.39%	84.27%				↓	<i>No target set</i>	N/A
Percentage of long-term service users with an annual review	59.4%	54.1%	51.7%				↓ ✖	<i>No target set</i>	N/A
Overall satisfaction of people with the care and support services they receive	71.7% (2021)	72% (2022)	A	A	A	72% (2022)	↑ ✓	<i>No target set</i>	N/A

Commentary:

- The proportion of providers of residential and domiciliary care in Blackpool which are registered with CQC and rated good or better was 83.52% at the end of 2022/23 (76 out of 91 registered providers). This is in line with the proportion of providers rated good or better at a regional (84.45%) and national level (83.23%) during this period. The latest available data shows that at the end of Quarter 2 2023/24, this proportion had increased to 84.27% (75 out of 89 registered providers) which is slightly above regional (84.23%) and national performance (83.19%). When compared with statistical nearest neighbours, Blackpool’s performance is similar to the median for the comparator group (85.83%). The highest performing area was Sunderland (99.02%) and the lowest was Stoke-on-Trent (77.61%).
- All providers have been challenged post pandemic. Our Quality Monitoring Team and Peer Support, together with the Health and Social Care Career Academy, are working in partnership with providers and the relevant Provider Forums to maintain and improve performance.
- The percentage of long-term service users with an annual review completed in a 12 month rolling period has continued to reduce since the year end position (59.4%). The proportion at the end of Quarter 2 2023/24 was 51.7%, which is very close to the regional average at 0.3 percentage points difference. Unscheduled reviews, when there is a change in circumstances that the council is made aware of, are being completed. Providers, people in receipt of services, and their family

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members can and regularly do contact us when there is a deterioration or other change that needs our attention and we respond accordingly. We are also working to identify additional resource to carry out a concentrated period of scheduled reviews.

- The Adult Social Care Survey 2022/23 showed that 72% of people were either extremely satisfied or very satisfied with their care and support. This is an increase compared with the previous survey in 2021/22. Performance compares favourably with the regional (59.9%) and national rates (61.2%). In particular, the proportion of people who were extremely satisfied was considerably higher in Blackpool (42.3%) than the regional (27.8%) and national rates (27.7%).