

BCF National Metrics - Quarterly Performance to end of Q4 2020/21

Indicator	Description	Previous Years outturn				2019/20						2020/21					Polarity	
		2015/16	2016/17	2017/18	2018/19	Actuals				Total Plan	Outturn	Total plan	Actuals					Q4 YTD Actual
						Quarter 1	Quarter 2	Quarter 3	Quarter 4				Quarter 1	Quarter 2	Quarter 3	Quarter 4		
ASCOF2A(2) & BCF2	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people) (YTD Cumulative) (New definition for 2015/16)	683	648 (87/152)	656 (100/152)	672 (107/152)	181	165	107	83	605	536	136	72	120	141	125	459	Decreasing
BCF2	Number of permanent admissions to residential & nursing care homes for older people (65+)	260	248 (87/152)	246 (100/152)	252 (107/152)	68	62	40	31	227	201	51	27	45	53	47	172	Decreasing

Performance Summary - the decrease in admissions during 2020-21 is a reflection of CYC's "Home First" policy, where the needs of those that are discharged from hospital are assessed and, where appropriate, giving packages of care that are aimed to increase independence by placing them at home. Although the numbers exceed the planned numbers, the plan was for financial balance to be achieved during 2020-21, which was accepted as an incredibly difficult target.

Impact of BCF Schemes**Community Support Packages –****Home Adaptations –****Telecare and Community Equipment -**

Carers Support - New carer registrations in Q4 were 321 against a quarterly target of 97 (230% increase). This brings annual total to 714 against a target of 386 (84% increase).

Carer referrals into the Carers Support Service in Q4 was 426 against the quarterly target of 273. The number of referrals for Carers Needs Assessments in Q4 were 25, against a quarterly target of 29.5.

235 1:1 advice sessions were completed in Q4 against a quarterly target of 105. The annual total was 1032 against a target of 410 (overachievement of 151%).

Number of carer referrals into FSS in Q4 was 54.

There were 156 general advice sessions delivered through telephone appointments and the Wednesday Evening Advice Line (against a quarterly target of 100). Annual total is 742 against a target of 400 (overachievement of 85%). Home, and Centre appointments are still on hold presently due to Covid.

All school drop in sessions and school assembly carer awareness sessions were still on hold as a result of Covid-19. Hubs and pop up hubs remain suspended.

Local Area Coordinators/Community Facilitator - The total number of people the team has worked with to date is 3096 and currently 721 are active (including reactivated cases). Most referrals have come from self-referrals (16%), Adult Social Care (12%) and CMHT or CAMHS (9%). 48% of cases are unemployed and 22% are retired. The main reasons for making contact across all cases are currently Mental Health (16%), Isolation (14%), and Housing Issues (10%) – these account for over a third of concerns.

Self Support Champions (increased capacity in CAAT and ISS) -

Social Prescribing (W2W) - Ways to Wellbeing, alongside partners at York CVS, lead on a programme of weekly welfare calls to help reduce the feelings of loneliness and isolation experienced by some individuals during this challenging time. With the continued impact of Covid-19 and a number of services remaining closed or operating in a different capacity we are continuing to deliver welfare calls to those who need the regular telephone contact which has been supported both by York CVS staff and a number of volunteers. We will continue to deliver these calls while there continues to be demand.

During Q4 Ways to Wellbeing has increased focus on the three new areas of development improving access to Social Prescribing across mental health, community safety and hospital discharge.

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