























Council Plan Monitoring - Q4 2013/14











PI Status	Trend Arrows	Success is
 This PI is significantly below target	 The performance of this PI has improved	 Higher figures are better
 This PI is slightly below target	 The performance of this PI has worsened	 Lower figures are better
 This PI has met or exceeded the target	 The performance of this PI is static	N/A - Desired performance is neither too high nor too low
 This PI is data only. There is no target and is provided for reference only.	N/A – Rating not appropriate / possible	

1.1 Ensure older people and disabled adults are safe & supported







Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Trend	
ASC01	Client satisfaction with adult social care services		62.7	Not measured for Quarters				63.8	68.0			15-May-2014 <i>Draft pending final validation of statutory return</i> The result from the ASC Survey is 63.8%. This is a 1.1 percentage point increase on last year but the target of 68% has been missed. It has been acknowledged that this target was set too high at the start of the year. The result of 63.8% is marginally behind both the 2012-13 comparator result of 64.3% and the 2012-13 national result of 64.1% (2012-13 data).
ASC03	The proportion of people who use services who feel safe		65.80	Not measured for Quarters				64.07	66.00			02-May-2014 <i>Draft pending final validation of statutory return</i> The result from the Adult Social Care Survey is 64.07%. This is a fall on last year's result of 1.7 percentage points. It means that the target of 66% has been missed. Medway's 2013-14 result was lower than the 2012-13 national result of 65.1%, and the 2012-13 Comparator result of 66.2%.
ASC03LD	The proportion of people with learning difficulties who use services who feel safe		83%	Not measured for Quarters				87.1%	83%			02-May-2014 The result from the ASC Survey is 87.1% (54 clients out of 62). This is an increase of 4.1 percentage points on last year. There is no benchmarking data available for comparison.

Code	Short Name	Success Is
ASC04	The proportion of people who use services who say that those services have made them feel safe and secure	
ASC04LD	The proportion of people with learning difficulties who use services who say that those services have made them feel safe and secure	
ASC07	Number of acute delayed transfers of care (local monitoring)	
ASC08	Average rate of acute delayed transfers of care each week, per 100,000 population (local monitoring)	




2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
83.90	Not measured for Quarters				86.95	84.00		
100%	Not measured for Quarters				93.6%	100%		
472	146	179	167	189	681	N/A		
4.45	5.43	6.18	6.21	7.03	6.21	6.00		


Note
<p>15-May-2014 <i>Draft pending final validation of statutory return</i></p> <p>The result from the Adult Social Care Survey is 86.95%. This is a year on year increase of 3 percentage points and exceeds target by 3 percentage points. Medway's 2013-14 result is significantly better than the 2012-13 national result of 78.1% and the 2012-13 comparator result 79.1%. Service users are encouraged to indicate on the survey if they feel unsafe. These cases are passed to the safeguarding team for investigation.</p>
<p>02-May-2014 The result from the Adult Social Care Survey is 93.6% which represents 59 out of 63 people who said that services made them feel safe. This is a good outturn, but represents a slight drop compared to last year's result of 6.4 percentage points. There is no benchmarking data for comparison.</p>
<p>09-Apr-2014 The year end result is 681 delays. This is an increase of 44% on 2012-13 (472). One delay was attributable to ASC in 13-14.</p>
<p>16-Apr-2014 09-Apr-2014 The per 100,000 population rate for Q4 is 7.03. This is above target and is the highest quarterly rate in recent years. The rate for the full year is 6.21, which is slightly above the target of 6.00.</p>



1.2 We will support carers in the valuable work they do

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Trend	
ASC10	Carers receiving an assessment or review		13.7%	3.7%	9.0%	13.1%	26.5%	26.5%	20.0%			15-May-2014 <i>Draft pending final validation of statutory returns.</i> The provisional outturn is 26.5%, 6.5 percentage points above the target and also marks a 12.8 percentage point increase from 2012-13. The introduction of telephone interviews at the beginning of Quarter 4 has led to a sharp increase in the number of carers' assessments being completed, with almost 60% of all assessments for the year completed in January - March.
ASC02	Carer satisfaction with adult social care services		43.70	Not measured for Quarters				46.70	44.00			03-Apr-2014 The 13-14 Carers Survey was carried out in Q3. This went to over 300 carers who had been assessed or reviewed by Adult Social Care in the previous year. 46.7% stated that they were extremely or very satisfied with services. This is an increase on the previous year (43.7%) and has exceeded target. Comparison data is not available for 13-14, however this compares favourably to the latest comparator group average of 44.7%.

1.3 Personalised services to meet older & disabled adults needs



Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Trend	
ASC06	Adult Social Care clients receiving Self Directed Support		56.4%	33.4%	42.4%	50.6%	58.2%	58.2%	65.0%			15-May-2014 The provisional outturn of 58.2% is short of the annual stretch target of 65% but is an improvement on the previous year's outturn (56.4%) of almost 2 percentage points. Adult Social Care staff continue to actively encourage the take-up of direct payments and personal budgets and ensure good support for people choosing





Code	Short Name	Success Is
ASC05	The outcome of Self Directed Support as measured by older people and disabled adults.	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
80.0%	Not measured for Quarters				73.1%	N/A		



Note
more control and choice over their support arrangements.
02-May-2014 The result for this measure is 73.1%. This is a decrease of 6.9 percentage points on the previous year. There is no target set or benchmarking data to compare this result to.





1.4 We will promote and encourage healthy lifestyles for adults

Code	Short Name	Success Is
NI 123	Rate of self-reported 4 week smoking quitters aged 16 or over	
PB7	Number of Medway Businesses taking part in the healthy workplace initiatives	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
2271	478	910	1339	N/A	N/A	2378		
30	13	20	33	43	43	40		




Note
09-Apr-2014 Numbers accessing stop smoking services both locally and nationally are decreasing. However, Medway are still treating more people and achieving more quitters per 100,000 population than the England average. The Medway stop smoking team has recently gained accreditation through the National Centre for Smoking Cessation training. They are only the second service in the country to gain accreditation. The service is actively engaging with national campaigns such as National 'No Smoking Day' and 'Stoptober' to promote footfall through the service.
Please note status and trend is against Q3 performance due to time lag in obtaining data. Q3 target = 1591
09-Apr-2014 The workplace health programme is proceeding well, with our target of 40 businesses being achieved early in Q4. The programme continues to deliver

Code	Short Name	Success Is
PB8	Number of people receiving support from a Health and Lifestyle Trainer	
PH1	Number of adults taking part in healthy weight and exercise referral interventions	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
359	102	181	293	379	379	490		
1107	286	436	342	343	1407	1250		

Note
health interventions in a workplace setting to those who live and work in Medway. Each business is supplied with a tailored programme based on the needs of their staff and this is used to change the behaviours of the employees, for example encouraging them to give up smoking or start exercising. The programme is being redesigned in 2014 and the public health team has held workshops in March 2014 with business leaders whose input will help steer the direction of this redesign.
09-Apr-2014 There is a time lag in reporting data, so Q4 figure is likely to be understated, however the service is not expected to meet the target level of activity. Numbers accessing the service have been slowly increasing over the length of the contract, but remain below target. The contract is currently being recommissioned, and the service model reconsidered to ensure value for money.
09-Apr-2014 343 adults have attended the exercise and adult weight management programmes this quarter. The numbers can be broken down as 275 exercise referral clients and 68 weight management clients (Tipping the Balance).

2.3 Promote and encourage healthy lifestyles

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Trend	
PH3	Numbers completing the MEND programme		81	23	24	64	100	100	100			09-Apr-2014 32 young people completed the programme in quarter 4 with 8 completed the teenage weight management programme called Fit Fix, 9 families completed MEND 7-13, 4 families completed MEND 5-7 and 11 families completed MEND 2-4. As previously reported the team have had difficulty recruiting to the these programmes, however the total of 87 is the joint highest in the teams history. It has been evident for sometime that families were more reluctant to sign up for the ten week twice a week intervention, so the team have piloted a new programme called Change4Life club. This programme was launched in 2013 and was targeted to the families of children who have the highest BMI readings during the National Child Measurement process. Families are offered access to one of the Public health teams specialist advisors, some new resources and other forms of support, however the programme is less intensive than the ten week MEND programme. 13 families have so far engaged and completed the 12 week programme, as they have found this option more appealing than the more formal groups. The programme is showing positive outcomes with families and children losing weight and improving their lifestyle, so is likely to become a part of our menu of support options for families, during 2014. This is in addition to the insight gathering task that is well underway where we hope to gather the views of children, parents and referrers as to the barriers for accessing services, and asking them what support they


Code	Short Name	Success Is

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend

Note
want from us.






3.2 We will support victims of domestic abuse

Code	Short Name	Success Is
ASC09	Percentage of adult safeguarding referrals where domestic abuse is a factor	N/A





2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	16.7%	14.6%	11.6%	20.6%	15.7%	N/A		N/A

Note
<p>02-May-2014 In Q4, in 13 out of 63 referrals (20.6%) domestic abuse was a factor. This is a higher percentage than in previous quarters with the year end outturn at 15.7%.</p> <p>In nine cases the primary allegation was physical abuse, financial abuse accounted for three cases and psychological abuse in one case.</p> <p>The alleged perpetrator in all but four cases was the victim's partner. Six of the cases are being case managed by the Mental Health Social Work Team; one by the Physical Disability, one by the Learning Disability and five by Older Persons Care Management teams. The referrals were evenly spread across police, mental health staff, family members, social or health care staff. Three of the alleged victims were male.</p>




3.5 We will tackle and reduce the harm caused by alcohol and drugs

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Trend	
PH4	% of drug and alcohol misusers successfully complete treatment			22.2%	21.3%	19.5%	N/A	21.0%	N/A			<p>16-Apr-2014 The most recent data are for Q3. Until recently data was received on the number of successful completions as a proportion of those who leave treatment (i.e. a measure of how many clients leave treatment services in a planned way rather than drop out). However PHE is no longer providing this detail – we now receive data on the number who successfully complete as a proportion of all in treatment. This change in indicator definition means that it is no longer appropriate to monitor against the original target</p> <p>Please note trend is against Q3 performance due to time lag in obtaining data.</p>
PH5	Number of staff trained to deliver IBA (Identification and brief advice interventions)			5	60	44	116	225	100		N/A	<p>09-Apr-2014 Those trained include: family workers from children services, occupational therapists, care managers and members of the youth services team. A focused one-day training event for Health Visitors and community nurses took place in March with 75 in attendance.</p> <p>An influx in booking has been seen with the successful use of IShare.</p>

4.5 We will encourage participation in active travel

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Trend	
PH6	Number of walking hours attributable to the healthy walks programme			4203	4049	4641	2917	15810	10000		N/A	09-Apr-2014 There is still some data to be submitted and inputted onto the database by the volunteer walk leaders, so this final quarter total is likely to be an underestimate of the quarter 4s activity.
PH7	Number of trained volunteer walk and cycle leaders			30	2	0	28	60	50		N/A	09-Apr-2014 28 volunteers have been trained to deliver the Health walks and cycle groups programme this quarter. This was broken down as 22 walk leaders and 6 ride leaders. These volunteers play a crucial role in these programmes and to the community by offering their own spare time to lead groups of people on walks or rides around Medway urban and green spaces. People attend the groups for the social aspect and opportunity to take part in some informal exercise sessions to improve their health. 6 of the exiting ride leaders have also been trained to be National Cycle Leaders so they can teach adults more basic riding skills on a 1-1 basis. This training was invested in due to the demand from clients who wanted to attend, but had no cycling skills or confidence at all.

5.0 Giving Value for Money

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Trend	
LX5	Working days lost due to sickness absence		7.44	1.83	3.27	4.94	6.55	6.55	8.00			09-Apr-2014 Whilst late returns mean that the final outturn is liable to increase, this measure has consistently been an improvement on 2012/13 performance and has met targets.