

# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE 30 SEPTEMBER 2014 2014/15 Q1 PERFORMANCE MONITORING

Report by: Barbara Peacock, Director of Children and Adults/Dr Alison Barnett  
Director of Public Health

Contributors: Children and Adults DMT  
Public Health  
Corporate Performance and Intelligence Team

## Summary

This report summarised the performance of the Council's Key Measures of Success for the Council's Key priority: 'Adults maintain their independence and live healthy lives' as set out in The Council Plan 2013/15, for the period April – June (Quarter 1) 2014/15

This report includes progress reports on how we have performed against:

- Key Measures of Success

This report also includes feedback from our customers using GovMetric ☺☺☹, a customer satisfaction measurement system at the point of contact (phone, web and face to face).

## 1. Budget and Policy Framework

This report summarises the performance of the Council's Key Measures of Success for 2014/15 as set out in The Council Plan 2013/15.

## 2. Background

2.1 This report sets out the performance summary against the relevant Council priority and two values for this committee:

### ***Medway's Priorities***

- *Adults maintain their independence and live healthy lives*

### ***Medway's Values***

- *Putting our customers at the centre of everything we do*
- *Giving value for money*

2.2 It focuses on where we have achieved or exceeded our targets, and how we are tackling underperformance.

2.3 Detailed background information supporting this report can be found at:

## **Appendix 1: Performance tables – detailed reports on 12 Key Measures of Success**

### **3. Summary of performance**

#### **3.1 Key Measures of Success Quarter 1 2014/15: in target**

We monitor 12 Key Measures of Success to gauge if we are delivering the priorities which we identified in our Council Plan.

Note: We are able to report on only 9 of these measures for Q1 because 2 are data only (target not required or appropriate) and for 1, data is not expected until Q2.

6 (67%) out of 9 indicators were in target in Quarter 1 2014/15.

The number and percentage of Key Measures of Success in target, compared with previous years were:

- 1 (50%) out of 2 in Quarter 1 2014/15
- 1 (50%) out of 2 in Quarter 1 2013/14 (N.B this is only comparing the 2014/15 indicators against their 2013/14 Q1 performance)

#### **3.2 What do our customers think of our services**

##### **Tracker Survey**

The Tracker survey, a phone based survey of around 400 customers, is carried out bi-annually. The next survey is due to be carried out in September and the results will be included in the next Q2 performance report.

##### **GovMetric: feedback at point of contact - all channels (web, phone and face to face) April - June 2014**

- 78% of customers who contacted us on all channels rated their contact experience as good (total: 18,860 ratings), compared with 67% for all 2013/14
- 88% of phone contacts rated their experience as good
- 62% of face to face contacts rated their experience as good
- 52% of web contacts rated their experience as good

### **4 Key priority: Adults maintain their independence and live healthy lives**

#### **Service Comments**

#### **4.1 Adult Social Care**

##### **Better Care Fund**

The Better Care Fund (BCF) is a national initiative to support integration across health and adult social care. A budget of £17,632,000 will be pooled between Medway Council and Medway Clinical Commissioning Group from 2015/16.

Anticipated outcomes include: more people living independently in their homes for longer; improved experiences of the health and social care system; less people using A&E inappropriately; a better relationship between community and urgent care services; and a reduction in dependency on long term services through a healthier population and improved community services.

A draft BCF plan was approved by Cabinet, the CCG Governing Body and the Health and Wellbeing Board, and was submitted to NHS England/ the Local Government Association in Q1. Further national guidance has just been received and the plan will be finalised in Q2.

Work has begun on key projects aligned to the BCF. A consultation event has been arranged for July with a focus on the redesign of intermediate care and community services work streams. More than 100 delegates are expected to attend from the local health, social care and voluntary and community sector.

Significant work has taken place to define a pathway for dementia – awareness has been raised through a campaign to recruit Dementia Friends and the establishment of the Dementia Action Alliance.

### **Voluntary and Community Sector**

Medway Council has recommissioned infrastructure support services for the voluntary and community sector in Medway, including volunteering services. This contract was awarded to a consortium of four local providers. The contract was let from 1 April 2014 for a period of three years.

The overall objective of this service is to provide support for Medway's disadvantaged communities to build a fairer community where people realise their potential, by supporting the voluntary and community sector and achieving five key outcomes: capacity building; co-ordination, networking and engagement; encouragement and development of volunteering; representation; and information support and training.

### **Telecare and Telehealthcare**

This is a joint project between Adult Social Care and the Regeneration Communities and Culture Directorate's Control Centre team. Its aim is to significantly expand telecare and to introduce telehealth services in Medway to ensure that as many people as possible benefit from the independence this technology can offer and support.

The electronic social care record system, Frameworki, has been configured to incorporate these services, so ensuring that assisted technology is considered for every service user who is to be eligible for support. An ongoing training programme is in place to ensure that social care practitioners are informed about the telehealthcare solutions. The service is also working with young carers to ensure that they are aware of the solutions available to them.

Work with NHS colleagues is ongoing to promote telehealthcare as a preventative service, to delay and reduce the need for long-term services. The possibility of providing a falls response service is being examined with the aim of reducing pressure on ambulance and accident and emergency services.

### **Carers' Support Services**

Medway Council continues to work in partnership with Medway Clinical Commissioning Group (CCG) to commission a range of carers' support services for adult and young carers in Medway.

The Carers Strategy will be refreshed this year to ensure that it is in line with the Care Act 2014, the Children and Families Act 2014 and other national and local strategies

including the Better Care Fund. Engagement with carer groups and the Carers Partnership Board is planned in order to shape priorities outlined in the strategy and action plan.

## 4.2 **Public Health**

### **Drug & Alcohol Treatment Services**

The new recovery based substance misuse service, Turning Point officially opened on 1 July. A new integrated drug and alcohol service is now available in Medway with a focus on supporting clients to recover from dependence and gain independent living.

### **Medway Obesity Summit**

On 3 June a large number of private, public and voluntary sector partners attended the Medway Obesity Summit, hosted by Medway Council, Medway Health and Wellbeing Board and Gillingham Football Club. The objectives of the day were to: raise the issue of obesity and increase people's awareness; ensure all partners to understand what is happening to tackle obesity; agree ways in which all Medway partners can do more. The event was very well attended by a wide range of partners (new and existing), who contributed to the debate. We will be using the work from the day to publish an obesity framework for Medway, showing all of the very positive activity that is already happening and encouraging partners to take action to address this issue.

### **A Better Medway Champions**

We have now commenced training for the third cohort of A Better Medway (ABM) Champions. Champions have been recruited from a wide range of partners, including Councillors, Medway Ethnic Minority Forum, Citizens Advice Bureau, Gillingham FC, Parkwood and Woodlands Youth Centres, KCA (drug treatment provider), Pathways to Independence (supporting young people in care during transition to independence), Home-Start (family support), a private catering company and a private equestrian centre. So far there is 100% success rate for achievement of the RSPH qualification of Understanding Health Improvement (Level 2).

## 5 **Value 1: Putting our customers at the centre of everything we do**

### **Customer Perception**

We use a variety of methods to find out what our customers think of all of our services. These include;

- Citizens Panel – Postal survey sent to over 2,000 residents on a quarterly basis
- Tracker – Bi-Annual telephone survey of around 400 residents. Results of next survey will be available in Quarter 2
- GovMetric - A customer feedback tool that gives customer ratings data from face-to-face (FTF), telephone and web channels.

## GovMetric

**Q1 (April – June 2014) GovMetric performance – all channels** (with comparative figures for performance in previous quarter in brackets)

Channel	Volume of ratings	% rating experience “good”	Benchmarking Quartile rating	Channel behaviour (Avoidable contact)
Face-to-face	5,070 (Q4 2013/14: 4,856)	62% (Q4 2013/14: 63%)	Low (June) * (March: Med-Low)	2.9% - 141/4,856 (Q4 2013/14: 2.2% 109/4,856)
Web	1,609 (Q4 2013/14: 1,433)	52% (Q4 2013/14: 52%)	Med-Low (June) * (March: Top)	-
Telephone	12,181 (Q4 2013/14: 3,156)	88% (Q4 2013/14: 88%)	Med-Low (June) * (March: Low)	29.4% -3,581/12,181 (Q4 2013/14: 29.8% 940/3,156)
Overall	18,860 (Q4 2013/14: 9,445)	78% (Q4 2013/14: 70%)	-	21.8% - 3,722/17,037 (Q4 2013/14: 13.1% 1,049/8,012)

### Key

- Higher values are better for volume, ratings and benchmarking
- Lower value is better for channel behaviour /avoidable contact
- Channel behaviour - measures how effective we are at shifting volume of contact from face to face and phone to web. Calculation includes customers who responded either: “Did not know I could do this online”, “Tried the website but it was not working”, “Tried the web but could not find information” or “Tried phoning but could not get through.”
- \*Benchmarking Quartile rating compares June 2014 performance with March 2014
- Benchmarking group includes 70 UK local authorities. The benchmarking rating is based on net satisfaction – calculation: the number of positive responses, minus the number of negative responses, and dividing by the total number of positive and negative responses

## Summary

### Overall

- 78% of all responses on GovMetric during Q1 rated the experience good
- The greatest number of responses were made for phone contacts
- There were 9,415 more responses received compared with the previous quarter
- 21.8% of all people who responded and used phone or face to face, could have potentially used other channels (eg web)

## Complaints

### Q1 2014/15 Performance

Total number of complaints received	415
Total number of cases closed	346
Total number of cases dealt with within 10 days	262
% of cases dealt with within 10 days	76%

## **Service Comments**

Quarter 1 has been a very positive start to 2014-15, with April and June's 10 day response performance being 81% and 80% respectively. May saw a fall to the 2013-14 average performance level of 66%. Overall the quarter's timeliness performance was at 76%, just ahead of the interim performance target of 75%. June's volumes were lower than usual at 116 new cases and this appears to have provided capacity to close a large number of complaints (145)

At the end of Q4, a lower caseload across the whole Council and increased support by the Customer Relations Team to meet response deadlines, has supported services to continue to improve on their performance. It should be noted that services have managed to sustain this improved performance whilst also increasing their Freedom of Information request response rates.

## **Complaints - Local Government Ombudsman Annual Review**

During Quarter 1 the Council received the Annual Review Letter 2014 from the Local Government Ombudsman (LGO). The LGO letter detailed that during 2013-14, 110 enquiries had been received by the LGO about the Council. Overall the Council received 2044 complaints in 2013-14 (1832 corporate; 121 Childrens; 91 Adults), so the cases referred beyond Stage 2 of its own procedures to the LGO were a very small percentage.

Of those 110 cases, only 6 were upheld, and 20 were not upheld. Other cases were closed after initial enquiries, referred back for local resolution or declared invalid.

The small number of complaints upheld demonstrates a robustness on the part of the Council's own procedures, and that in most cases local resolution is achieved.

## **6 Value 2: Giving value for money**

### **Customer Perception**

58.1% of respondents agree that Medway Council provides value for money services  
Source: Citizens Panel April 2014. (Includes respondents stating that they agree strongly or slightly)

### **Budget**

The current round of budget monitoring will report to Cabinet on 30 September. A summary of Medway's financial position will be included in the Quarter 2 Performance Report.

### **Phase 4 of review of customer contact and administration**

Work has continued to develop new e-forms for customers to book bulky waste collections and pest control visits - two areas that attract most calls in to the contact centre. They are on track to go live in September. This will mean customers can book, pay where there is a charge, and get a confirmed slot 24/7, not just in council opening hours.

Preparations are underway for the start of the final phase of review of customer contact and administration activity. This will see more customer contact activity coming into the contact centre to provide the one stop service for residents, and administration support provided through our internal shared business support service. This supports the key aim of freeing up frontline staff to focus on their specialist areas.

Medway residents have above average access to the internet - increasingly through smartphones. As a council we need to continue to respond to customer expectations to do business with us online. We will be working with customers to understand which services they most want to be able to access on line.

The website improvement programme has continued in quarter 1 as we are working through the site to cut down on unnecessary content.

We are further developing the general enquiry form in response to mixed customer feedback and will be doing further testing with customers to ensure the form meets their needs.

## **7 Risk management**

Risk helps to deliver performance improvement and is at the core of decision-making, business planning, managing change and innovation. It is practised at both management and service delivery level and enables the effective use of resources, secures the assets of the organisation and its continued financial and organisational well-being.

The purpose of the Council Plan performance monitoring reports during the year is to enable managers and members to manage the key risks identified in delivering priorities.

## **8 Financial and legal implications**

There are no finance or legal implications arising from this report.

## **9 Recommendations**

It is recommended that Members consider quarter 1 2014/15 performance against the Key Measures of Success used to monitor progress against the Council Plan 2013/15.

## **10 Lead officer contact**

Anthony Lewis, Corporate Performance and Intelligence Manager, Gun Wharf, ext.2092

## **11 Background papers**

Council Plan 2013/15