

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

17 MARCH 2016

COUNCIL PLAN Q3 2015/16 PERFORMANCE MONITORING REPORT

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Summary

Medway's four priorities are set out in the Council Plan 2015/16. This report summarises how we have performed in Quarter 3 2015/16 against the priority for this committee: Adults maintain their independence and live healthy lives. There are 17 Key Measures of Success and 5 Key Projects for this priority; however 6 of these are either data only, or data is not expected until after this report is published

Performance highlights

- 81.82% Key Measures of Success were on target
- 54.55% Key Measures of Success have improved compared with the average of the previous 4 quarters

1. Budget and Policy Framework

This report summarises the performance of the Council's Key Measures of Success for Q3 2015/16 as set out in The Council Plan 2015/16.

2. Background

- 2.1 This report sets out the performance summary against the Council priority relevant for this committee: Adults maintain their independence and live healthy lives.
- 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: Health and Adult Social Care Overview and Scrutiny Committee Detailed Report.

3. Key priority 2: Adults maintain their independence and live healthy lives

3.1 Key Measures of Success: Summary

Details of the 17 Key Measures of Success for this Council priority are included in Appendix 1; however 6 of these are either data only or data is not expected until after this report is published.

- 9 out of 11 Key Measures of Success were on target
- 7 out of 11 Measures have improved compared with last quarter
- 6 out of 11 Measures have improved compared with average of the previous 4 quarters

3.2 Service Comments

Adult Social Care

3.2.1 Key projects: Better Care Fund programme incorporating Care Act Implementation

These two strands are now integrated, with a strong focus on reviewing care pathways to ensure continuing improvements in all the key indicators for Adult Social Care.

Levels of personalisation continue to improve, and at the end of December were well above target. All new services in the community are self-directed and provided in the form of a personal budget which recipients can decide how they want to spend to best meet their needs. The increase in the proportion getting a direct payment reflects a reduction in the number of residents receiving long term community-based services as well as an increase in the number of direct payments. This is due to the prioritisation of direct payments and use of reablement and ongoing low level support such as technology enabled care services and equipment.

A total of 816 carer assessments have been completed so far this year, nearly 91 per month on average. This represents a significant improvement in care management work in the last three months. It is planned to undertake co-production work with the Carer Partnership Board to develop improved Carer services that can be offered following an assessment.

Latest nationally published data for Delayed Transfers of Care for November shows a slight drop in delayed clients overall, but levels are still very high compared to previous years. December data is published mid-February and the quarterly performance will be updated at that point. The Emergency Care Intervention Programme is working with Medway Foundation Trust to develop improvements in the care pathway. Although few delays relate to adult social care, these clients can be delayed for a considerable period of time and a number of Medway residents who are patients in other NHS facilities such as Kent and Medway Partnership Trust and Medway Community Health are experiencing unacceptable delays.

Care home admissions are still high. In the first nine months of the year so far there have been 193 admissions of older adults and 19 admissions of younger adults, with an expectation that this will increase as services are recorded retrospectively – this has happened in both of the previous quarters. Monitoring of all new care home services at a team level has been established to help improve performance.

3.2.2 Key Project: Making safeguarding personal

The Care Act 2014 placed the safeguarding of vulnerable adults on a statutory footing and Medway Council continues to strengthen its activity in this area in response to these new

duties and responsibilities. The Kent and Medway Safeguarding Adult Board Annual Report 2014/15 has been published – see http://www.kent.gov.uk/data/assets/pdf_file/0009/14040/Vulnerable-Adults-Annual-Report.pdf. This sets out the activity carried out in partnership with Kent to improve safeguarding, including the implementation of Making Safeguarding Personal through a range of training opportunities.

The Principal Officer for Safeguarding Adults has been working closely with frontline staff to ensure improved recording and reporting of safeguarding incidents. Ongoing work with Medway Foundation Trust and other healthcare partners has led to an increased number of alerts in the last quarter, although the majority of these do not lead to a full safeguarding enquiry.

In the first nine months of 2015/16 there were 639 alerts (now known as concerns) recorded, more than the 604 recorded for the whole of 2014/15. So far this has led to 169 enquiries (or referrals), projected to be less than the 244 enquiries begun in 2014/15. There have been no serious case reviews in any of the last four years of formal reporting.

Public Health

3.2.3 Key Project: Social isolation

Progress on the implementation plan for 15/16 continues with the following specific outcomes achieved in Q3:

- The information resource “Staying Connected” for older people with respect to activities to reduce social isolation in Medway was finalised and launched on 8th December. The link to this was published as part of the winter campaign in the December edition of Medway Matters. Preliminary feedback has been very positive.
- A Medway Tackling Social Isolation Summit was held on 8th December. It included presentations, a marketplace and workshops to inform the 2015/16 social isolation strategy implementation plan. It was attended by 112 stakeholders from a wide range of statutory and voluntary organisations. 41/42 evaluations received to date have scored the overall event as good or excellent with 17 rating it as excellent.
- New A Better Medway module developed on reducing social isolation which has been well received.
- Articles written for MHS homes newsletter and Medway Matters

3.2.4 Key Project: Supporting healthy weight programme

The work of Medway Healthy Weight Network is ongoing, following the well-attended Obesity Summit in July. Since the event collaboration between partners continues to take place including launch of the Diabetes Prevention Programme and Eat Better Start Better nursery and pre-school project. In order to capture and build on this multi-agency working, the Public Health team are developing a strategic approach to the work of the council and key partners in tackling obesity. This strategic approach includes tools which identify local stakeholder priorities, identify evidence base for best practice and a directory of existing services and interventions. The information generated by these tools, will help identify priority actions for the council and help inform future commissioning decisions.

The Government strategy on childhood obesity in England, outlining how they will tackle this important public health agenda nationally, has been much talked about since last summer. There was talk of a launch before, Christmas, then early in the New Year, then in February. It has still not appeared. The Public Health team will review the content of this strategy and set out how Medway Council will respond to any calls for local action. Coordination of the Healthy Weight network will be an integral part of this response, as it is highly likely the strategy will reinforce the need for a multi-partner, multi-dimensional action plan to reduce the trends of obesity in children and adults.

4. Risk management

Risk management 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, enabling the effective use of resources, and securing 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.

5. Financial and legal implications

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

6. Recommendation

It is recommended that Members:

- Consider the Q3 2015/16 performance against the Key Measures of Success used to monitor progress against the Council Plan 2015/16.

7. Lead officer contact

Anthony Lewis, Corporate Performance and Intelligence Manager ext.2092

8. Background papers

Council Plan 2015/16

<http://www.medway.gov.uk/thecouncilanddemocracy/thecouncilsplanformedway.aspx>

9. Appendices:

Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee Detailed Report