

# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

15 DECEMBER 2016

## COUNCIL PLAN QUARTER 2 2016/17 PERFORMANCE MONITORING REPORT

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### Summary:

Medway's three priorities and three ways of working are set out in the new Council Plan 2016/17. This report summarises how the Council has performed in Quarter 2 2016/17 against the priority most relevant to this Committee: Supporting Medway's people to realise their potential. There are six key measures of success and two key projects for this priority which fall under the remit of this Committee; however data for one of these is not expected until after publication of this report.

### Performance Highlights:

- 80% (4/5) of key measures of success, that are available for reporting, were on target.
- 60% (3/5) of key measures of success, that are available for reporting, have improved over the long term (compared with the average of the previous 4 quarters).

## 1. Budget and Policy Framework

- 1.1 The Council Plan 2016/17-2020/21 was agreed at the Council meeting on 25 February 2016. It set out the Council's three new priorities and three new ways of working. Success in these areas will lead to a better quality of life across Medway.

## 2. Background

- 2.1 This report sets out the performance summary against the Council priority most relevant to this Committee: Supporting Medway's people to realise their potential.
- 2.2 The report focuses on where the Council has achieved or exceeded its targets and how underperformance is being tackled.

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

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

### **3. KEY PRIORITY 3: SUPPORTING MEDWAY'S PEOPLE TO REALISE THEIR POTENTIAL**

#### **3.1 Key measures of success - summary**

Details of the six key measures of success for this Council priority, which fall under the remit of this Committee, are included in Appendix 1; however, data for one of these is not expected until after this report is published:

- 4 out of 5 measures were on target.
- 1 out of 5\* measures have improved compared with last quarter
- 3 out of 5\* measures have improved compared with the average of the previous 4 quarters.

(\* Total number of measures where comparative data is available)

#### **3.2 Service comments**

#### **3.3 OUTCOME 8: HEALTHY AND ACTIVE COMMUNITIES**

##### **Project 8.1 Improving everyone's health and reducing inequalities**

##### **Supporting healthy weight**

Councillor David Brake chaired the third annual Healthy Weight summit in September. This network of local public, private, voluntary and academic sector partners committed to a vision of “working together to support all Medway residents to adopt healthier lifestyles and achieve a healthy weight”. As obesity is a complex problem that has steadily risen over the last three decades, the network acknowledges that a multi-faceted approach over the next 20 years is needed to have an impact.

3.4 Some excellent activity is already underway from a range of partners, with Medway Council leading on a large number of these essential actions. They include:

- The Public Health team provides a range of adult and family weight management, community food and physical activity support services.
- Planning colleagues using the local plan as an opportunity to create a healthier environment for Medway residents, building on the success of the hot food take away guidance note.
- Sports and leisure teams delivering facilities and opportunities for people to be active.
- Integrated transport delivers active travel initiatives and modal shift projects.
- Greenspaces to continue to deliver parks and places that people can enjoy at no cost.

- The Early Years team supports children's centres, nurseries and pre-schools to create healthy environments, with staff trained and motivated to support the healthy weight agenda.
- The School Contracts team is embedding the healthy eating agenda in their catering contract with infant, primary and junior schools.
- Development of an internal council food policy, which other Health and Wellbeing Board partners will be encouraged to adopt.

3.5 These positive local actions have been acknowledged by two publications from the Local Government Association in the last 12 months. These specifically referenced Medway's work on planning and local network coordination, with Medway considered as being an area of excellent practice on the obesity agenda.

3.6 The recently published Government Childhood Obesity Action Plan reinforces a national commitment to tackle obesity, and calls upon local partners to complement the national action underway. Through its own specific actions and directing the network of partners, Medway Council will play a significant leadership and delivery role over the next 20 years, to meet this call to action and realise the vision of the Medway Healthy Weight Network.

### 3.7 **OUTCOME 10: OLDER AND DISABLED PEOPLE LIVING INDEPENDENTLY IN THEIR HOMES**

#### **Project 10.1 Improve support for vulnerable adults by working with partners and communities**

##### **Social isolation**

Progress on the implementation plan for 2016/17 continues with the following specific outcomes achieved in Quarter 2

- The 'Stay Connected' booklet and promotional poster has been widely circulated, receiving very positive feedback. Demand for copies has been high and the current supply is finished. Organisations are being asked to print copies for their customers where possible or direct them to the online resource where appropriate. In some cases, it has been used in discharge planning within hospital wards for older people. A handful of copies have been retained by Public Health (PH) for training purposes.
- A pilot project with Kent Fire and Rescue Service (KFRS) to reduce social isolation (SI) commenced on 1 September. A project steering group meets every six weeks to review progress and make operational changes as issues emerge. New KFRS staff and volunteers are receiving SI training from PH.
- The World Suicide Prevention Day campaign focused on community connections, which reduce social isolation, as a protective factor against suicide. The 'Stay Connected' resource was promoted to primary care as well as supporting evidence around the subject.
- The programme of social isolation awareness training continues and sessions have been delivered as part of the ABM champions programme and as stand-alone sessions for a range of professionals.
- A pilot project "Coffee and Shop" with ASDA supermarket in Gillingham to help tackle social isolation for older people commenced in September 2016 and will initially run until December 2016. The project

uses a partnership approach, which aims to develop a simple and sustainable model of setting a regular time in the supermarket café where older people can come, have coffee and get some help with doing their shopping at the same time. It involves working closely with ASDA's community champion, the store's independent café concession, MEARS Housing, and Hands Gillingham. It also sets out to bring in volunteers from neighbouring student accommodation to build intergenerational understanding, to help alleviate tensions between students and residents of the Prospect Place extra care home. The coffee mornings are being promoted in-store and through partner agencies and the positive reception it has already received is further evidence of the need for this kind of project.

- The Medway Men in Sheds scheme is reducing social isolation for its members.
- Public health staff are now linked into the South East Public Health England Social Isolation Action Learning Set to support both sharing our their own work and learning from good practice elsewhere.

### **3.8 Adult Social Care Strategy**

Medway's Adult Social Care Strategy 2016 – 2020 'Getting Better Together' was published in July 2016. The strategy aims to improve how we deliver social care and support in Medway. The Strategy has six strategic aims around preventing the need for long-term social care and support, ensuring residents and the community sector can participate in the design and delivery of local services; developing services that are tailored to individual needs; making sure we deliver support to individuals in partnership with health and other providers; ensuring we are being innovative and effectively using new technology; and ensuring that we safeguard our most vulnerable residents.

- 3.9 The consultation on the delivery plan to support the new strategy started in August 2016 and concluded at the end of October 2016. Analysis of the responses is now being undertaken. We currently have an online survey that is accessible to all via our website, and we will engage with existing partnership boards and groups about the consultation. We have also held an engagement event for service users and carers, which was attended by 20 local people. This provided an opportunity to hear what works well currently, what could be improved, and how we can work better together with local people to shape the future of social care and support in Medway. Once the analysis of the consultation responses has been concluded we will publish a report and updated delivery plan. The Adult Social Care Improvement Board will then oversee the successful delivery of the Adult Social Care Strategy over the next three years.
- 3.10 From 1 April 2016 the Council began a pilot project, known as Home First, to improve discharge arrangements from hospital and address high numbers of delayed transfers of care (DToc). Once patients are medically fit for discharge, they are supported to go home with personalised care aimed at maximising independence for up to six weeks. Early evidence suggests that most do not need provision for as long as that, nor any further long term care.
- 3.11 From 1 October 2016 the Home First service has been incorporated into an Intermediate Care and Reablement contract and the arrangements now also include people who need a rehabilitation bed or a combination of support at home following a short stay in a rehabilitation bed. Early outcomes from the

pilot showed that the level of delayed transfers of care had dropped significantly.

- 3.12 Along with all other health and social care systems and as part of the Better Care Fund arrangements, Medway is required to have an Action Plan for addressing DToC, Medway's plan has three specific targets:
- Reduction in the percentage of bed days lost due to DToC to less than the national target of 3.5% with an aim to reach the "stretch" target of 2.5%.
  - Reduction in the overall number of bed days lost due to DToC by 10%.
  - No more than 4 / 100,000 population to be delayed due to Adult Social Care.
- 3.13 The outturn for Q1 demonstrated that Medway was the third best in the South East Region with an overall validated reduction of 32.09% against the baseline. At the end of Q2 Medway remained third best in the south east comparator group.

#### **4. Risk Management**

- 4.1 Risk management helps to deliver performance improvement and is at the core of decision-making, business planning, managing change and innovation. It is practiced 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.
- 4.2 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 directly from this report. The report is within the remit of the committee to consider and comment on.

#### **6. Recommendation**

It is recommended that the Committee considers the quarter 2 2016/17 performance against the Key measures of success used to monitor progress against the Council Plan 2016/17.

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#### **Appendices**

Appendix 1 - Council Plan Monitoring – Q2 2016/17 Detailed Report for Health and Adult Social Care Overview and Scrutiny Committee

## **Background Papers**

[Council Plan 2016/17 - 2020/21](#)