

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

20 JUNE 2017

COUNCIL PLAN PERFORMANCE MONITORING REPORT END OF YEAR: QUARTER 4: 2016/17

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Summary

Medway's three priorities are set out in the new Council Plan 2016/17. This report summarises how the Council has performed in Quarter 3 2016/17 against the priority most relevant to this Committee:

- Supporting Medway's people to realise their potential.

This report summarises how we have performed in Quarter 4 2016/17 for the 6 key measures of success which support the above priority and the following projects which are relevant to this committee:

- Improving everyone's health and reducing inequalities.
- Improve support for vulnerable adults by working with partners and communities.

Performance Highlights

- 66.6% (4/6) of key measures of success, that are available for reporting, were on target.
- 50% (3/6) 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 priorities and three 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 relevant to this Committee: Supporting Medway's people to realise their potential. It focuses on where we have achieved or exceeded our targets, and how we are tackling performance in respect of health and adult social care.

2.2 Detailed information supporting this report can be found in Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee - Detailed Report.

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

3.1 Key measures of success - summary

Details of the 6 key measures of success for this Council priority, which fall under the remit of this Committee, are included in Appendix 1.

- 4 out of 6 measures were on target.
- 4 out of 5* measures have improved compared with last quarter.
- 3 out of 6 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

OUTCOME 8: HEALTHY AND ACTIVE COMMUNITIES

Project 8.1 Improving everyone's health and reducing inequalities

Supporting healthy weight

Plans are underway to host the fourth annual Healthy weight summit, which the University of Kent has again agreed to sponsor. This event is an opportunity for the network of local public, private, voluntary and academic sector partners to meet and progress local action on tackling obesity. The network members are 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 in order to have an impact.

3.3 In the last quarter, a more formal strategy group was formed to support the network's activities throughout the year. Councillor Brake hosted the first strategy group session and a Logical Framework approach (logframe) is currently in development to define, structure and communicate the key outputs and actions of this group.

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 providing 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.
- The Integrated transport team delivering active travel initiatives and modal shift projects.
- The Greenspaces team continues to deliver parks and places that people can enjoy at no cost.

- The Early Years team is supporting children 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 genuinely considered as an area of excellent practise on the obesity agenda.

3.6 **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 16/17 continues with the following specific outcomes achieved in Q4:

- Demand for the popular 'Stay Connected' booklets continues to be high.
- A pilot project with Kent Fire and Rescue Service to reduce social isolation has now seen 29 referrals (up to the end of February). Three referees have had increased agency input as a result of being engaged in the pilot.
- The programme of social isolation awareness training continues.
- A volunteer co-ordinator has been recruited to take the Shop and Coffee project forward. The coffee mornings continue to attract regular attendees, who have genuine need for this kind of social interaction.
- The proposed "Garden Partners" Project is the subject of three funding applications with the initial aim of piloting the project in partnership with Medway Plus.

3.7 **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, and 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.

3.8 A key project of the Improvement Programme is the launch of a completely new strength based model of practice. This approach is called "3 conversations" and is supported by an organisation called Partners 4 Change (P4C), who have successfully supported the implementation of this model in other authorities. The 3 conversations model is evidence based, with a number of authorities who have used this model able to demonstrate positive outcomes. The main benefits of the model as evidenced by other authorities are:

- A significant reduction in the proportion of contacts that go on to receive long term packages of care, which has been shown to deliver savings to the local authority;
- High levels of satisfaction from people who have contacted teams using the 3 conversations model;
- High levels of staff engagement and satisfaction.

- 3.9 The model has now been implemented within the innovation site with the team now covering all new requests for support from adult social care from residents living in the ME4 and ME5 areas. The work within the site is being carefully managed and monitored as the programme continues to be co-designed alongside the frontline staff working in the team. An update of the analysis of the first three months of the model in operation is expected by June 2017 and the results will be used to ensure that learning around what worked and what didn't is applied and best practice is established ahead of rolling out the practice across Adult Social Care.
- 3.10 From 1 April 2016, the Council began a pilot project, known as Home First, to improve discharge arrangements from hospital direct to someone's home with ongoing assessment of need being undertaken in their home surrounding. This was also designed to introduce a structured pathway aimed at reducing delayed transfers of care (DToC).
- 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 those that initially need a rehabilitation bed, or a combination of support at home following a short stay in a rehabilitation bed. As with any new scheme, operational issues arise and we are working in partnership with the provider and Acute Trust to put in place improvement actions and apply lessons learnt to improve services. Robust contract monitoring is being regularly conducted with the provider to ensure that key performance indicators around reducing delayed transfers and continuing long term success of reablement service continue to be met.
- 3.12 The aim of the Developing and Empowering Resources in Communities (DERiC) programme in Hoo and Walderslade is to promote, develop and invest in new community owned social enterprises which offer real incentives, including financial, to all involved. The DERiC projects work to improve outcomes for vulnerable people of all ages by enhancing the quality of support through a focus on personalisation (direct payments), which should result in reduced demand on base budget funding and utilising social capital that would reduce latent demand on services. It is an innovative community development approach initiated by DERiC which works in partnership with communities in Walderslade (WALT), the Hoo Peninsula (Hoo Cares), Medway Council and Medway Clinical Commissioning Group.
- 3.13 The CICs are currently working on a pilot project to support carers to access strong personalised support within their local community. Through support from community volunteers and supported signposting and guidance, carers are offered a wider range of services specifically based within their local community. Early indications show positive results with carers being offered a wide range of services, such as befriending and support through crisis, which have resulted in avoidance of placing the carer in a long term commissioned service. Through developing volunteer resources and developing more personalised independent resources in local communities, carers are able to access services that suit their very individual needs so that they can be supported in continuing in their invaluable caring role.

- 3.14 Ensuring vulnerable adults are safeguarded continues to be at the forefront of all developments and improvements being conducted within adult social care. The Making Safeguarding Personal programme supports the Care Act Implementation and the Department of Health's Six Principals of Adult Safeguarding. By working in partnership with Kent Police, Medway Community Health Care, Age UK and Advocacy services it aims to develop a range of responses to support people to improve or resolve their circumstances. It is about enabling safeguarding to be done 'with' and not 'to' people.
- 3.15 The Making Safeguarding Personal principles are now fully embedded within practice with individuals being asked what personal outcomes they would like to see met through the safeguarding process. The outcomes are now being recorded and at the end of an enquiry the person is asked to qualify whether they feel that these outcomes have been met. The outturn for the end of the year shows that 87% of individuals who were asked about their outcomes said that these outcomes were either fully or partially achieved. The commitment to involving the individual in the safeguarding process continues even after the enquiry may have been completed, with everyone being offered the opportunity to be involved in a brief interview where they are asked how they found the safeguarding process and are encouraged to identify areas that they would like to see improved, ensuring that the individuals and their needs continue to be the primary focus throughout all safeguarding enquires.
- 3.16 Previously, monitoring in this area has been limited, however work that commenced in April 2016 is underway to increase the number of monthly recordable measures, including the number of new and open/closed concerns and enquires, time measures and the number of cases awaiting allocation and authorisation. Operational managers now have direct access to team level performance reports to enable them to closely monitor the accuracy and quality of records on Frameworki. Key performance indicators for safeguarding are consistently monitored at the monthly performance forum with corrective action reports produced to provide overview and scrutiny of the safeguarding process that can help ensure the continued development of best practice.

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 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 wellbeing.
- 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

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

6. Recommendation

- 6.1 It is recommended that consider the 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: Health and Adult Social Care Overview and Scrutiny Committee - Detailed Report

Background Papers

Council Plan 2016/17 - 2020/21