

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

14 DECEMBER 2017

COUNCIL PLAN PERFORMANCE MONITORING REPORT QUARTER 2 2017/18

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Summary

Medway's Council Plan 2017/18 sets out the Council's three priorities. This report sets out the quarter 2 2017/18 performance summary against the Council priority relevant for this Committee: Supporting Medway's people to realise their potential.

Council Plan measures of success:

- 62.5% (5 out of 8) measures were on target.
- 87.5% (7 out of 8) measures have improved compared with the average of the previous 4 quarters.

Highlights: New achievements

- 4th annual Healthy Weight Summit – 6 July – over 25 partner agencies attended; and
- 2 'Big Lunch' events – promoting social connectedness among communities.

Highlights: Performance improvements

- Biggest improvement in health visiting coverage of any authority in the South East since transition;
- Delayed transfers of care (DTC) continue to perform strongly, with only 1.8 per 100,000 attributable to ASC against 7.6 per 100,000 in total.

1. Budget and Policy Framework

- 1.1 The Council Plan 2016/17-2020/21 was agreed at Full Council in February 2016. It set out the Council's three priorities and three ways of working. It is refreshed annually.

2. Background

- 2.1 This report sets out the performance summary against the Council priority relevant for 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 underperformance.

2.2 Detailed background information supporting this report can be found in Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee Detailed Report Q2 2017/18.

3. Priorities and Ways of Working

3.1 This section summarises the three ways of working which apply across all services, and the 13 programmes which support our priorities and outcomes.

3.2 The priorities and outcomes that fall under the remit of this committee are shown below. Section 4 provides detailed progress reports on these programmes

WAYS OF WORKING		
Giving value for money		
Finding the best digital innovation and using it to meet residents' needs		
Working in partnership where this benefits our residents		
PRIORITIES		
Medway: A Place to be proud of	Maximising regeneration and economic growth	Supporting Medway's people to realise their potential
OUTCOME A clean and green environment	OUTCOME A strong diversified economy	OUTCOME Healthy and active communities
1 Public realm and street scene	4 Business investment	9 Improving everyone's health and reducing inequalities
2 Replacing Medway's street lights	OUTCOME Residents with jobs and skills	OUTCOME Resilient families
OUTCOME Medway on the map	5 Jobs, skills and employability	10 Together we can – Children's services
3 Medway: a great place to live, work, learn and visit	OUTCOME Preventing homelessness	11 The best start in life
	6 Preventing homelessness	OUTCOME Older and disabled people living independently in their homes
	OUTCOME Delivering new homes to meet the needs of Medway's residents	12 Improve support for vulnerable adults by working with partners and communities
	7 Delivering new homes to meet the needs of Medway's residents	OUTCOME All children achieving their potential in schools
	OUTCOME Getting around Medway	13 Raising aspiration and ambition
	8 Tackle congestion hotspots by transport and public realm improvements	

KEY:

Unshaded areas fall under the remit of Health and Adult Social Care overview and scrutiny committee.
Shaded areas fall under the remit of other overview and scrutiny committees.

4. Priority: Supporting Medway's People to Realise Their Potential

4.1 Measures of Success - Summary

Details of the 9 measures of success for this Council priority, that fall under the remit of this committee, are included in Appendix 1; however for 1 of these, data is not expected until after this report is published.

- 62.5% (5 out of 8) measures were on target;
- 37.5% (3 out of 8) measures were significantly below target (5% or more);
- 87.5% (7 out of 8) measures have improved compared with last quarter;
- 87.5% (7 out of 8) measures have improved compared with the average of the previous 4 quarters.

4.2 Service Comments

We want to support all our residents to realise their potential through the provision of services and initiatives that will help Medway become a healthier and safer place to live.

4.2.1 Outcome : Healthy and Active Communities

Programme: Improving Everyone's Health and Reducing Inequalities

Supporting Healthy Weight

Cllr David Brake hosted the fourth annual Healthy Weight Summit on 6 July, with over 25 partner agencies attending. This event was 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 to have an impact.

4.2.2 Some excellent activity is 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 are 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 are delivering facilities and opportunities for people to be active;
- The Integrated Transport Team delivers active travel initiatives and modal shift projects;
- The Greenspaces Team continues to deliver parks and places that people can enjoy at no cost;

- The School Contracts Team is embedding the healthy eating agenda in their catering contract with infant, primary and junior schools; and
- Development of an internal Council Food Policy, which other Health and Wellbeing Board partners will be encouraged to adopt.

4.2.3 Through the Supporting Healthy Weight Network, we are trying to ensure that these Council led activities compliment the wide range of community activities that are underway.

4.2.4 **Outcome: Older and Disabled People Living Independently in their Homes**

Programme: Improve Support for Vulnerable Adults by Working with Partners and Communities

Social Isolation

Two Big Lunch events, which promote social connectedness among communities were held across Medway: Strood Big Lunch in a local greenspace, which engaged over 80 local residents and received excellent qualitative feedback from the community. A second Big Lunch, held by Medway Housing Department and partners, took place at Woodlands Rd to build connections between the new Centenary Gardens development and residents in neighbouring housing. Over 100 people attended this event. Three new residents were interested in the becoming Estate Champions and three residents were interested in becoming Youth Engagement Ambassadors.

4.2.5 Social Isolation Training continues to be delivered to local partners and receives excellent feedback.

4.2.6 Further work to develop social isolation partnership working in Medway is taking place, with a new social isolation task and finish group being established.

4.2.7 **Adult Social Care Strategy**

The restructure of the Adult Social Care Service went live from October 2 2017 with teams now working to the new model. There are three Long Term Support teams and three Early Help and Prevention (EHP) teams. The EHP teams will now all be transitioning to use the 3 conversations model. Analysis of the progress of the 3 conversation model is continuing, with the second 13 week tranche currently being examined.

4.2.8 The proportion of clients with ongoing services who receive direct payments is rising slowly and is, at 27.6%, above the staggered target of 27%. Area based teams remain focused on offering direct payments as the preferred method of delivery for long term community services and are working with the financial assessment team to find ways to reduce the time between the assessments and the Self Directed Support visit. Discussions about changing to Direct Payments are now an integral part of the review process.

4.2.9 There have been 9 admissions to residential or nursing care form the 18-64 age group this year, with 2 recorded in quarter 2. This means that the rate per 100,000 population is 5.2 against a target of 5.5. Admissions among the 65+ age group are also within target for the quarter and the year. However, it is not unusual for there to be a rebalancing of the numbers as packages are added to Framework I after the month end. Currently the admission rate for Q1 and 2 is 245.6 per 100,000 population against a target of 300. This gives latitude of 23 admissions. Delayed inputting may endanger this target. Work

continues to support clients in being independent in their own homes for longer. The proportion of over 65s who remain at home 91 days after discharge into reablement remains at around 70%.

4.2.10 The most recent Delayed Transfers of Care data is for August. This shows that delays attributable to Adult Social Care are at 1.8 per 100,000 population. The total delays, attributable to Adult Social Care and Health stands at 7.6 per 100,000. So far this year 23.5% of all average delays can be attributable to Adult Social Care. This is very similar to the 23.2% seen in the same period last year. However, the first two months of quarter 2 have seen a stronger performance with only 19% of all delays being attributable to ASC.

4.2.11 Safeguarding remains high on the Directorate agenda and the team recently supported Adult Safeguarding Week with a successful conference day as well as community events.

5. Risk Management

5.1 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 well-being.

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

6. Financial and Legal Implications

6.1 There are no financial or legal implications arising from this report.

7. Recommendation

7.1 It is recommended that the Committee considers the quarter 2 2017/18 performance against the measures of success used to monitor progress against the Council's priorities.

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Appendices

Appendix 1 – Health and Adult Social Care Overview and Scrutiny Committee - Detailed Report Q2 2017/18

Background Papers

Council Plan 2016/17 - 2020/21 (2017/18 update)