

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

15 MARCH 2018

COUNCIL PLAN PERFORMANCE MONITORING REPORT QUARTER 3 2017/18

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Public Health

Summary

Medway's Council Plan 2017/18 sets out the council's three priorities. This report summarises how we performed during quarter 3 (Q3) on the delivery of the priority relevant for this committee: Supporting Medway's people to realise their potential. Progress reports on the 2 programmes which support these priorities are also included.

1. Budget And Policy Framework

1.1 The Council Plan 2016/21 was agreed at Full Council in February 2016. It sets 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 performance information and supporting explanation relating to the 9 HASC measures can be found in Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee Detailed Report Q3 2017/18.

3. Summary of Performance

3.1 Council Plan Measures of success - Summary

There are 9 measures of success which fall under the remit of this committee, however for Q3 we are reporting on 8 as data is not expected until after this report is published for 1 measure.

- 50% (4 out of 8) were on target. 
- 50% (4 out of 8) were significantly below target. 
- 75% (6 out of 8) improved over long term (compared with the average of the previous 4 quarters). 

3.2 Highlights


- 34 referrals - Social Isolation pilot with Fire and Police partners.

3.3 Improvements

- Delayed transfers due to Adult Social Care- reduced over the last three quarters from 26% to 23%.
- Health visiting- biggest improvement since transition of any authority in the South East.

3.4 Benchmarking

Medway compares favourably with national performance

1. Adult mental health – settled accommodation  (status against Medway target).

4. Performance: Council Priorities and Ways of Working

4.1 The table below summarises the three ways of working which apply across all services, and the 13 programmes which support our priorities and outcomes. The priorities and outcomes that fall under the remit of this Committee are shown below and are not shaded out. Section 5 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
<p>OUTCOME* A clean and green environment</p> <p>1 Public realm and street scene</p> <p>2 Replacing Medway's street lights</p> <p>OUTCOME* Medway on the map</p> <p>3 Medway: a great place to live, work, learn and visit</p>	<p>OUTCOME* A strong diversified economy</p> <p>4 Business investment</p> <p>OUTCOME* Residents with jobs and skills</p> <p>5 Jobs, skills and employability</p> <p>OUTCOME* Preventing homelessness</p> <p>6 Preventing homelessness</p> <p>OUTCOME* Delivering new homes to meet the needs of Medway's residents</p> <p>7 Delivering new homes to meet the needs of Medway's residents</p> <p>OUTCOME* Getting around Medway</p> <p>8 Tackle congestion hotspots by transport and public realm improvements</p>	<p>OUTCOME Healthy and active communities</p> <p>9 Improving everyone's health and reducing inequalities</p> <p style="background-color: #cccccc;">OUTCOME* Resilient families</p> <p>10 Together we can – Children's services</p> <p>11 The best start in life</p> <p>OUTCOME Older and disabled people living independently in their homes</p> <p>12 Improve support for vulnerable adults by working with partners and communities</p> <p style="background-color: #cccccc;">OUTCOME* All children achieving their potential in schools</p> <p>13 Raising aspiration and ambition</p>
<p>*Shaded areas fall under the remit of other overview and scrutiny committees</p>		

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

5.1 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, (ASCOF 3B: Overall satisfaction of carers with social services) data is not expected until after this report is published.

- 50% (4 out of 8) measures were on target
- 50% (4 out of 8) measures were significantly below target (5% or more)
- 75% (6 out of 8) measures have improved compared with last quarter
- 75% (6 out of 8) measures have improved compared with the average of the previous 4 quarters

5.2 Service comments

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

5.2.1 Outcome : Healthy and Active Communities

Programme: Improving everyone's health and reducing inequalities

Supporting Healthy Weight

Medway has been cited in a national publication, demonstrating how local authorities are taking a whole system approach to obesity <https://www.local.gov.uk/sites/default/files/documents/15.6%20Obesity-05.pdf>. This publication highlights the work of the Medway Health Network and the role that the annual Summit plays in bringing partners together, creating a platform to learn from each other, move projects forward and recruit further partner support.

With many partner organisations in the planning cycle for 2018/19 annual objectives, the network organisers have been working with core partners to champion for obesity, healthy eating and physical activity promoting projects to be included in core annual objectives and work plans. Work is also underway to ensure key local strategies, policies and contracts have the Supporting Healthy Weight agenda heavily referenced. This includes the soon to be refreshed Joint Health and Wellbeing Strategy, Medway Local Plan and re-design and re-tender of the Clinical Commissioning Group (CCG) commissioned Community Health Services contracts.

5.2.2 Outcome: Older and Disabled People Living Independently In Their Homes

Programme: Improve support for vulnerable adults by working with partners and communities

Social isolation

A "feel good Christmas" campaign ran over the Christmas period on social media to raise awareness of support available around social isolation and mental wellbeing and with tips to help residents stay connected.

5.2.3 The Men in Sheds programme continues to deliver at least 5 sessions a week. A film showing the qualitative impact of the service has been developed. The Social Isolation Chapter of the Joint Strategic Needs Assessment has been updated.

5.2.4 A social isolation pilot with the fire and rescue service has now been completed. Individuals identified as socially isolated received a visit from a volunteer to discuss and signpost to support available. Throughout the pilot, 63 staying connected booklets were provided to older people. A further 34 people were referred to receive further support. The most requested services by individuals participating in the pilot were befriending and transportation. Qualitative case studies identified a range of support which older people were signposted to for help staying connected through the pilot, including telephone befriending and support with meals. Medway Plus is leading on submitting a Reaching Communities bid which includes initiatives to tackle social isolation. Public Health has supported the development of the bid.

5.2.5 **Adult Social Care – 3 Conversation model**

Following the successful 'go live' of the Adult social Care restructure, the transition to the 3 Conversations Model, by the Early Help and Prevention Teams continues. From the latest analysis (Conversations started in October 2017) 85% of started Conversation 1s have been completed. Of the completed Conversation 1s, almost two thirds went no further, about a third progressed to a Conversation 2 and 5% went directly to a long term service.

5.2.6 **Independent living**

Helping residents remain independent in their own homes for as long as possible is a fundamental aim of the Service. So far this year there have been 14 admissions to residential and nursing care from the 18-64 age group. This is compared to 12 at the same time last year. Whilst currently within target, a further 5 admissions would see this missed.

5.2.7 Similarly admissions in the 65+ age group are marginally higher than this time last year, 173 compared to 163. Again, the levels of admissions for 65+ are within target a further 88 admissions this year will see the target missed. Almost 76% of 65+ clients were at home 91 days after being discharged from hospital. This is a small increase over the 71% at the end of quarter 2, indicating improved success of Reablement. However the target of 85% is still some way off.

5.2.8 **Delayed transfer of care**

The most recent Delayed transfer of Care data is for November 2017. This showed that 1.7 delays per 100,000 population were attributable to adult social care. This is in line with the last 6 months. The proportion of delays attributable to adult social care, as a percentage of total delays (23.6%) remains broadly in line with the 24% seen at the end of quarter 2.

5.2.9 **Assistant Director of Adult Social Care**

Following the departure of Linda Jackson, Chris McKenzie has been appointed and started as the permanent, full time, Assistant Director of Adult Social Care. Chris brings a wealth of experience and know-how to the role from the work he has led on the Adult Social Care Transformation Programme.

6. Risk Management

- 6.1 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.
- 6.2 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.

7. Financial and Legal Implications

- 7.1 There are no financial or legal implications arising directly from this report.

8. Recommendation

- 8.1 It is recommended that Members consider the quarter 3 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 Q3 2017/18

Background Papers

Council Plan 2016/21 (2017/18 update)