

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

19 JUNE 2018

COUNCIL PLAN PERFORMANCE MONITORING REPORT QUARTER 4 & END OF YEAR 2017/18

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Summary

Medway's Council Plan 2017/18 sets out the council's three priorities. This report summarises how we performed during quarter 4 /End of Year on the delivery of the priority relevant for this committee: Supporting Medway's people to realise their potential. A progress report on the 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 set out the Council's three priorities and three ways of working. An annual refresh of the performance measures was agreed in February 2017.

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 nine HASC measures can be found in Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee Detailed Report Q4/End of Year 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 Q4 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 
- 87.5% (7 out of 8) improved over long term (compared with the average of the previous 4 quarters) 

3.2 Performance highlights 2017/18: Supporting Medway’s people to realise their potential

- Provisional data indicates the rates of admissions to residential and nursing care for both 18-64 and 65+ adults are below target.
- 27.3% of Delayed Transfers of Care are attributable to Adult social Care, compared to 36.8% nationally.
- Healthy Weight Summit – 4th annual event delivered.
- Staying Connected – Public Health booklet on reducing social isolation updated.

3.3 Highlights 2017/18: Benchmarking

Performance Measure	Compares favourably with national performance?
Adult mental health – settled accommodation	✓

4. PERFORMANCE: COUNCIL PRIORITIES AND WAYS OF WORKING

4.1 This table summarises the 13 programmes which support our priorities and outcomes. It also shows the three overarching ways of working which we use to deliver all of the above. Section 5 provides detailed progress reports on each of 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>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>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) were on target.
- 50% (4 out of 8) were significantly below target
- 50% (4 out of 8) measures have improved compared with last quarter
- 87.5% (7 out of 8) improved over long term (compared with the average of the previous 4 quarters)

5.2 Service comments

5.3 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.

5.4 Outcome : Healthy and active communities

5.5 Programme: Improving everyone's health and reducing inequalities

5.6 Supporting Healthy Weight

5.7 Public Health and wider partner activity is ongoing on the healthy weight agenda. Some highlights include:

- The prevention workstream of the Sustainability Transformation Partnership has identified obesity as a priority area. Plans are being developed to increase existing activity within Medway and Kent.
- Medway Council is planning a large Sugar Smart Medway campaign, raising public awareness of the problems associated with consuming large volumes of sugar and how to make small changes to reduce it.
- A 'Tri For You' family fun day took place in April, inviting children and their parents to Medway Park to participate in fun games and sports, cookery taster sessions and many more healthy activities.
- The 0-19 Child Health contract mobilisation is underway with the new contract having numerous healthy weight related Key Performance Indicators (KPIs) to ensure the provider, Medway Community Healthcare (MCH), prioritises this agenda. For instance, MCH will be taking on and further developing the Breastfeeding Peer Support network, ensuring that parents and infants get a high quality peer support service. The contract also includes specific KPIs, to ensure referral rates to weight management services for children identified above a healthy weight remain high.

- 5.8 **Outcome: Older and disabled people living independently in their homes**
- 5.9 **Programme: Improve support for vulnerable adults by working with partners and communities**
- 5.10 **Social isolation**
- 5.11 A Member Task Group on social isolation is taking place, with the first meeting having taken place in May. The review is planned to conclude in the autumn.
- 5.12 One social isolation awareness training session was held this quarter, with 14 attendees (representing 11 organisations/departments). Participants gave a range of examples of how they would use this training in their roles and in the wider community.
- 5.13 A social isolation network meeting was held with 21 attendees, representing 14 departments / organisations, who share best practice and opportunities for joint working around social isolation.
- 5.14 The “Staying Connected” booklet (resources to support the over 55s to stay connected and reduce social isolation) has been refreshed and distribution to a range of Council services, partners and GPs will start shortly.
- 5.15 Public Health has provided input to a funding application for a Strood “Big Lunch” event to promote community connectedness. The bid has been submitted.
- 5.16 **Adult Social Care Strategy**
- 5.17 Adult Social Care in Medway is continuing to embed an innovative approach to needs assessment and care planning called “3 conversations”, which focuses primarily on people’s strengths and community assets. There are plans within the first quarter of 2018/19 to continue to test this new approach, before rolling it out across the service in quarter two. This approach aims to support people to remain independent in their own homes and to reduce the number of people requiring long term care and support. This approach is consistent with the Care Act principles of reducing, delaying and preventing need.
- 5.18 The provisional number of clients that have received long term services is 3,408 a 5% drop on the 3,583 recorded last year. There are also fewer clients receiving services as of 31 March 2018 than on 31 March 2017. This has dropped from 2,723 to 2,614 a 3.6% drop. The numbers in residential and nursing care as at March 31 2,018 are 821, down from 841 (2.4%) on the number in care at 31 March 2017.
- 5.19 The overall proportion of long term clients that are placements is 31.4%, an improvement on the 33% at the start of this year. This is an important measure, as it gives an indication of whether we are achieving our vision for the service which aims to support people to remain independent in their own homes, for as long as possible.

Age group	Medway admission rate per 100k 2016-17	Medway admission rate per 100k 2017-18 (provisional)	National admission rate per 100k 2016-17
18-64	11.7	10.4	12.8
65+	545.8	555	610.7

- 5.20 Provisional data indicates that there have been 10.4 admissions to residential or nursing care, from the 18-64 age group, per 100k population. This equates to 18 individuals. The target of 11 admissions per 100k allows for 19 admissions. As such, this target has been met and Medway has performed better than the latest (2016-17) national outturn. Similarly, the provisional admission rate of 555 per 100k population in the 65+ age group means that the 600 per 100k target has been achieved. This is also a better performance than the (latest) 2016-17 national outturn. The target rate allowed for 261 admissions, this year the provisional number of admissions is 242.
- 5.21 The promotion of choice and independence over how service users receive their care is key to ensuring that Adult Social Care Services are personalised. Direct payments are one way of ensuring that people have choice and control in the way their care and support needs are met. Whilst the stretching target of 32% has not been met, there has been an increase in the proportion of clients receiving a direct payment from 26.6% in 2016/17 to 28.8% in 2018/19. This is also better than the national outturn (2016-17) of 28.3%.
- 5.22 Work continues to shape the market so as to create a deeper pool of Personal Assistants that clients can employ via a direct payment. This includes, employer support training to boost confidence and awareness as well as the introduction of a Direct Payments model for carers' breaks. The project to launch prepaid cards continues and is working towards a launch date in mid 2018-19.
- 5.23 Strong progress has been made by the service in investigating and completing adult safeguarding concerns. At the start of the year over 70% of concerns were open for longer than 60 days. This has reduced to 52% as at year end.
- 5.24 Whilst there is still considerable pressure on the Service relating to Deprivation of Liberty Safeguards (DoLS) assessment work, good progress has been made in improving the throughput of authorisations. For the first 8 months of this year there were on average 100 outstanding assessments requiring authorisation. Since widening the pool of authorisers through comprehensive training (in November 2017) this has reduced to an average of just over 50 in the last 4 months.
- 5.25 The rate of delayed transfers of care (DToC) attributable to adult social care, per 100k population has significantly improved in the last 12 months as a result of strong partnership working with health colleagues. This means that less people are waiting in a hospital bed to access support in the community. Medway's story of improvement in this area has been nationally recognised as an example of good practice. Data to February shows that on average, each month, just over 1.8 DToCs per 100k population are attributable to Medway Adult Social Care against a target of 4 and on average there are 7.4 DToCs attributable to the LA. Nationally 55.3% of delays are attributable to the NHS and 36.8% attributable to social care. In Medway 27.3% of all delays are attributable to Adult Social Care.
- 5.26 Medway continues to manage safeguarding in partnership with Kent, under the Kent and Medway Safeguarding Adults Board (KMSAB). Medway leads the KMSAB Business Group and we have formed the Medway Safeguarding Adults Executive Group to ensure a full focus on local issues.
- 5.27 In December 2016 adult safeguarding in Medway was peer reviewed. To address recommended improvements, an action plan was developed, focusing on senior oversight and robust multi-agency working. Of the 25 actions, 12 have been

completed. The remaining 13 have all been assigned an amber RAG rating, because an achievable plan is in place and 9 are on course to be completed by September 2018.

- 5.28 The current KMSAB adult safeguarding training programme focuses on Safeguarding Personal and the number of Medway staff attending courses has increased.

6. Risk management

- 6.1 Implementation of a performance management framework allows the council to evidence how successful it is in achieving against its stated objectives, and for residents it provides genuine accountability in how successfully the council is administering its resources.
- 6.2 Arrangements are in place to ensure that the risk of inaccurate data being reported to Members is minimised and assurance can be placed on the accuracy of data used to assess performance. By reporting to Members and ensuring all Members are able to access the Council's performance management system, the risk of poor performance not being identified or addressed is minimised.

7. Financial and legal implications

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

8. Recommendation

- 8.1 It is recommended that Members consider the quarter 4 and end of year 2017/18 performance of 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 Q4/End of Year 2017/18

Background papers

Council Plan 2016/21 (2017/18 update)