

## Council Priority: PEOPLE

# Supporting Medway's people to realise their potential

### HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY MEETING

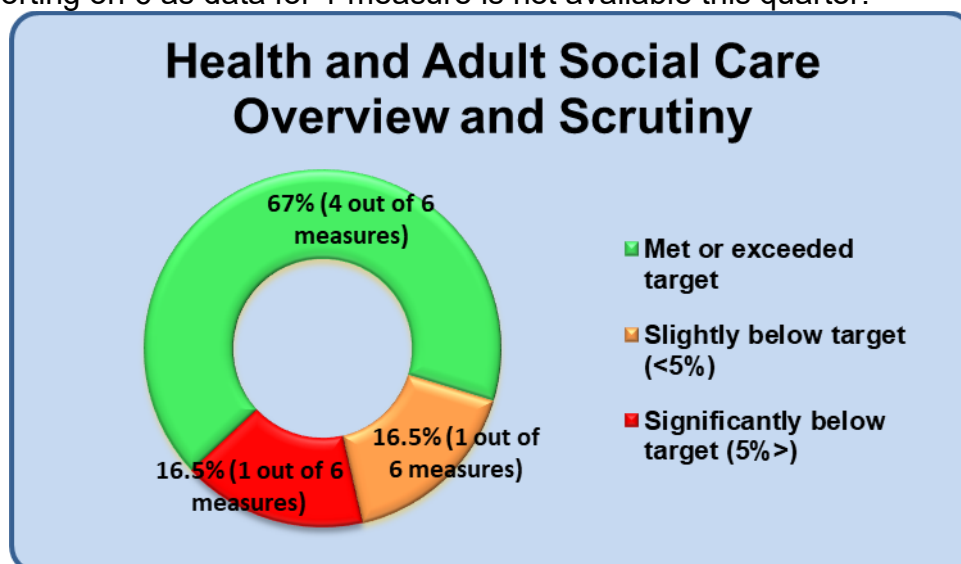
## Performance: Quarter 3 2020/21

### Key

<b>Red</b>	significantly below target (>5%)	<b>Amber</b>	slightly below target (<5%)	<b>Green</b>	met or exceeded target
<b>IMP</b>	Improved	<b>DET</b>	Worsened	<b>Static</b>	Static
<b>Data</b>	No target	<b>NA</b>	Not available	Not available	Not available
<b>Short Trend</b>	Since last qtr	<b>Long Trend</b>	Avg over last 4 qtrs	Avg over last 4 qtrs	Avg over last 4 qtrs

## Council Plan measures: summary performance

There are 7 Council Plan measures that fall under the remit of this committee. We are reporting on 6 as data for 1 measure is not available this quarter.



### Improved performance

- 83% (5 out of 6\*) improved long term (average of previous 4 quarters)
- 40% (2 out of 5\*) improved over the short term (since last quarter)

\*where data available

**Measures in target (green)**

Code	Status	Measure	Long Trend	Short Trend
PH26	Green	Healthy Settings programme	IMP	IMP
ASCOBT001	Green	% of Long-term packages that are placements	IMP	DET
ASCOF 2A(2)	Green	Permanent admissions to care homes, per 100,000 pop – 65+	IMP	DET
ASCOF 2A(1)	Green	Permanent admissions to care homes per 100,000 pop – 18-64	IMP	NA

**Measures slightly below target (amber)**

Code	Status	Name	Long Trend	Short Trend
ASCOF 1C(2i)	Amber	Percentage of clients receiving a direct payment for their social care service	DET	IMP

**Measures significantly below target (red)**

Code	Status	Name	Long Trend	Short Trend
ASCOF 1G (n)	Red	Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family	IMP	DET

**Measures not available this quarter**

Code	Status	Name	Long Trend	Short Trend
ASCOF 2Cii	NA	Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population	NA	NA

## Strategic Risks

The quarter 3 20/21 strategic risk register is attached at Appendix 2. The register shows all strategic risks together with mitigation in place to minimise impact and likelihood. The risks pertaining solely to this council priority are shown below (full details in Appendix 2).

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR09A NEW	3	Changing Demographics of Older People and Working Age Adults	Director of People	BII	L - high I - critical

The following risks pertain to all priorities:

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SRO3B	6	Finances	Chief Finance Officer	AI	L – very high I - catastrophic
SR46	10	Medway's Economic Recovery from COVID19	AD Regeneration (Recovery Lead Officer for Medway Council	BII	L - high I - critical
SR32	15	Data and information	Chief Legal Officer	CII	L - significant I – critical
SR36	18	Alternative service delivery models	Chief Legal Officer, Director of RCET	BIII	L - high I - Marginal
SR37	22	Cyber Security	Chief Finance Officer	CI	L - Significant I - Catastrophic
SR02	28	Business continuity and emergency planning	Director of Place	DII	L - low I - critical
SR49	31	Income Reduction due to COVID19	Chief Finance Officer	BII	L - high I - critical

## Council Plan Outcome: Healthy and active communities

### Programme: Improving everyone's health and reducing inequalities

#### Council Plan Measures

#### PH26 Healthy Settings programme

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	13	13	Green	Maximise	IMP	IMP
Q2 2020/21	7	8	Green	Maximise	DET	IMP

6 Gold awards completed during this quarter despite large restrictions imposed due to COVID-19 the programme remains on target. Notable new additions to the programme include Volker highways, KFRS and Nucleus Arts.

## Council Plan Outcome: Older and disabled people living independently in their homes

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

#### Council Plan Measures

#### ASCGBT001 % of Long term packages that are placements

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	30.0%	28.4%	Green	Minimise	IMP	DET
Q2 2020/21	30.0%	28%	Green	Minimise	IMP	IMP

There is minimal fluctuation in the number of clients in long term services and also clients that are placements, therefore this measure remains below target. Currently, there are 773 clients in residential and Nursing homes and a total of 2726 clients receiving long term care.

#### Benchmarking

National data for 2019/20 for long term clients in placements is 30.1%, no change from the 2018-19 figure.

Whilst the long-term expectation is that ongoing demographic changes, in particular those relating to an ageing population, will impact on the number of placements needed, the current COVID-19 situation may be impacting the numbers currently being admitted to and in placements.

#### ASCOF 1C(2i) Percentage of clients receiving a direct payment for their social care service

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	30.0%	28.7%	Amber	Maximise	DET	IMP
Q2 2020/21	30.0%	28%	Red	Maximise	DET	DET

#### Comments

As at end December 2020, this measure is sitting at an amber RAG rating at 28.7%, with 566 clients on a direct payment, although this is a decrease of 4 clients as at end Q2, an increase of 0.7% has been achieved. This is a volatile measure as needs to keep pace with the fluctuations in clients receiving long term services.

#### Benchmarking

Nationally and for the South East 27.9% of clients with an ongoing long-term service receive a direct payment a drop on 2018/19 from 28.3% and 29.5%. Our statistical neighbours' performance is higher at 30%.

#### ASCOF 1G(n) Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	70.0%	66%	Red	Maximise	IMP	DET
Q2 2020/21	70.0%	67%	Amber	Maximise	IMP	DET

#### Comments

There has been a 1 percentage point drop in the proportion of LD clients living in their own homes or with a family between Q2 and Q3. Several clients remain in long term placements which count negatively in this measure. These placements are, however, the best way to support these clients.

#### Benchmarking

The current national outturn is 77.3% and our statistical neighbours' is 83.5%.

**ASCOF 2A(1) Permanent admissions to care homes per 100,000 pop – 18-64**

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	3.5%	1.2	Green	Minimise	IMP	NA
Q2 2020/21	3.5%	redacted	NA	Minimise	NA	NA

**ASCOF 2A(2) Permanent admissions to care homes, per 100,000 pop – 65+**

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	154.5	81.4	Green	Minimise	IMP	DET
Q2 2020/21	154.5	54.3	Green	Minimise	IMP	IMP

Please note the target is apportioned per quarter. The full year target is 618 admissions per 100,000, which equates to approx. 273 clients being placed. In Q1, 36 placements were recorded, 34 in Q2 and 36 in Q3. In total 239.7 admission per 100,000. During Q4 167 placements could be made and still be within target. However, we do know that some placements are recorded retrospectively.

**Benchmarking**

The National rate of admissions is 584. This equates to 146 per quarter. Our statistical neighbours 2019/20 outturn of 595.2 (148.8 per quarter).

**ASCOF 2Cii Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population**

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	4.1%	NA	NA	NA	NA	NA

Data collection has been suspended by Central Government.

**Social Isolation**

- Training covering loneliness, social isolation, and social prescribing has been delivered virtually. Modules were delivered to 230 participants from internal departments, and external partner agencies. Currently we have 140 people booked for future training.
- Work with BAME groups includes working with colleagues on setting up a 'tea and samosa' social group supporting elderly Punjabi speakers who are not easily accessing services.

- We continue to work with the Kent Muslim Welfare Association, who are supporting volunteer drivers, taking vulnerable people to hospital appointments in COVID-19 compliant ways.
- Link workers, care navigators and the wider social prescribing network has held a virtual forum meeting. Wider issues of common concern were discussed, including how we can reduce the impact of COVID-19 on our communities. A focused input was made on loneliness and social isolation, how the current pandemic was exacerbating this, and how we can best support vulnerable people at this time.
- Digital inclusion work continues. We plan to offer a digital support project from late February that will offer access to devices, with support and guidance from link workers, digital champions, and Mid Kent College.
- The establishment of a series of 'virtual coffee get-togethers' is ongoing. A Better Medway Champions will host a series of virtual get-togethers. These will build on work being done through the Medway Social Isolation Network. Organisations involved include, Jaspers Café, Mid Kent College, and the social prescribing team to offer a range of opportunities to bring people together and reduce social isolation.