

# Council Priority: PEOPLE

## Supporting Medway's people to realise their potential

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY  
MEETING

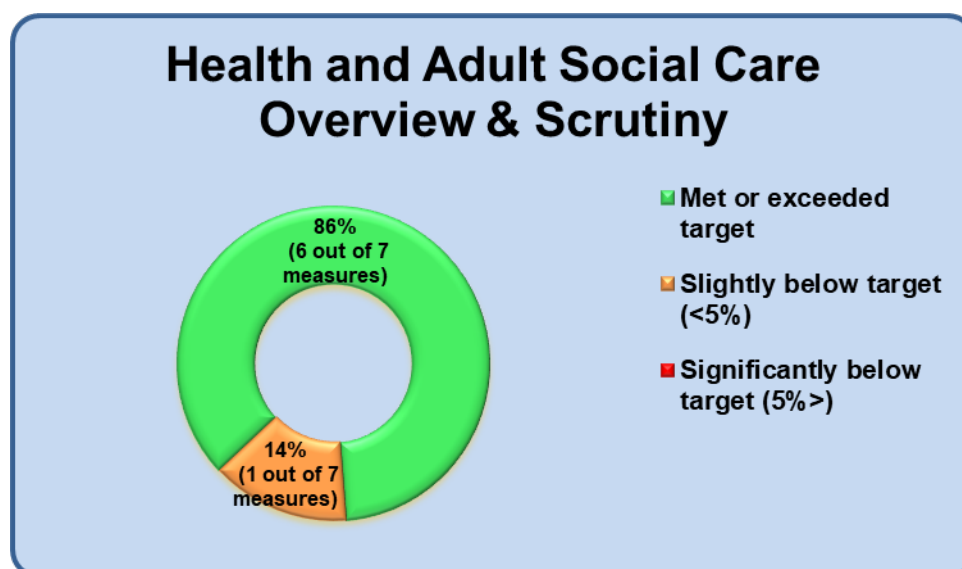
### Performance: Quarter 3 2021/22

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



#### Improved performance

- 86% (6 out of 7\*) improved over the short term (since last quarter)
- 86% (6 out of 7\*) improved long term (average of previous 4 quarters)

\* where data available

**Measures in target (green)**

Code	Status	Measure	Short Trend	Long Trend
PH13	<b>Green</b>	Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over (Q2 2021/22)	IMP	IMP
PH23	<b>Green</b>	Dementia friendly settings	IMP	IMP
ASCOF 1C(2i)	<b>Green</b>	Percentage of clients receiving a direct payment for their social care service	IMP	IMP
ASCOF 1G (n)	<b>Green</b>	Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family	IMP	IMP
ASCOF 2A(1)	<b>Green</b>	Permanent admissions to care homes per 100,000 pop – 18-64	IMP	IMP
ASCOF 2A(2)	<b>Green</b>	Permanent admissions to care homes, per 100,000 pop – 65+	IMP	IMP

**Measures slightly below target (amber)**

Code	Status	Measure	Short Trend	Long Trend
ASCGBT001	<b>Amber</b>	% of Long-term packages that are placements	DET	DET

**Measures not available this quarter**

Code	Status	Measure	Short Trend	Long Trend
ASCOF 2Cii	<b>NA</b>	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 21/22 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	4	Meeting the needs of Older People and Working Age Adults	Director of People – Children and	BII	L – high I – major

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
			Adults Services		
SR52	11	A new severe pandemic, e.g. flu, Covid-xx, MERS or other, more serious than Covid-19	Director of Public Health	BI	L – high I – catastrophic

The following risks pertain to all priorities:

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR03B	14	Finances	Chief Finance Officer	AI	L – very high I – catastrophic
SR46	19	Medway's Economic Recovery from Covid19	Assistant Director Regeneration	BII	L – high I – major
SR32	25	Data and information	Chief Finance Officer, Director of People, Assistant Director Legal & Governance	CII	L – significant I – major
SR36	29	Alternative service delivery models	Assistant Director Regeneration, Chief Finance Officer	BIII	L – high I – moderate

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR37	35	Cyber Security	Chief Finance Officer	GA AI	L – significant I – very high I – catastrophic
SR02	45	Business continuity and emergency planning	Director of Place and Deputy Chief Executive, Chief Finance Officer	DII	L – low I – major
SR49	49	Income Reduction due to Covid19	Chief Finance Officer	BH CII	L – high I – significant I – major

## Council Plan Outcome: Healthy and active communities

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

#### Council Plan measures

#### PH13 Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q2 2021/22	136	182	Green	Maximise	IMP	IMP
Q1 2021/22	68	91	Green	Maximise	IMP	IMP

#### Comments

Data runs a quarter arrears. To the end of Q2 so far there have been 738 quit attempts and 401 quits, providing a 54% success rate. The formal Q2 data return was due to be completed in January. The core service has been offering a face-to-face service throughout the year. So far, telephone support is still the predominant offer, however face-to-face service is increasing. Quit attempts being supported face-to-face are being carbon monoxide (CO) monitored as per the National Centre for Smoking Cessation and Training (NCSCT) guidance and currently 9% of all quits

are CO verified. In addition to these options, residents are offered a 'Text to Quit' app. The pregnancy team have been offering remote options including digital online video conferencing and resumed face-to-face service during Q2.

General Practitioners (GPs) are still facing considerable pressure because of the pandemic and therefore service has not resumed across all sites. The project officer is supporting them to resume service where possible or refer into the core stop smoking service as an alternative. This has included supporting some surgeries to send text messages to patients who are identified as smokers on the Quality and Outcomes Framework (QOF) register.

Varenicline, which is a key pharmaceutical offer for stop smoking support, has been out of circulation for the majority of Q2. NCSCT guidance has been followed to ensure patients taking Varenicline were safely switched over to using Nicotine Replacement Therapy (NRT) to complete their quit. Many clients have had success with Varenicline in the past, and this situation has had an impact on some clients' confidence and readiness to quit. There is no information about when Varenicline will return and therefore all clients are being supported to choose an alternative option which will work for them. In addition to this, there have been other short term supply issues with NRT and Bupropion.

### PH23 Dementia friendly settings

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q3 2021/22	4	5	Green	Maximise	IMP	IMP
Q2 2021/22	2	3	Green	Maximise	NA	IMP

#### Comments

Over this period, a further two locations have completed the Non-Visible Disabilities (NVDi) checklist which incorporates standards which satisfy "working towards dementia friendly" status. A new qualification focused on promoting inclusivity for people who live with dementia or other non-visible disabilities was also launched by Mid Kent College in support of this action's initiatives.

### Supporting Healthy Weight

The National Child Measurement Programme (NCMP) is a key element of the government's approach to tackling child obesity. The programme annually measures the height and weight of children in Reception (aged 4–5 years) and Year 6 (aged 10–11 years) in mainstream state-maintained schools in England. Following the disruption to the 2019/20 collection due to the Covid19 pandemic, NCMP did not officially open as usual at the start of the 2020/21 school year in September 2020. Therefore, local authorities were not required to start collecting child measurement data at this stage. In Medway, however, the Public Health team and Medway Community Healthcare (MCH) 0-19 service worked collaboratively to weigh and measure over 75% of the eligible age groups. This was only achieved by 18 other local authorities in the country.

The national data that has been published shows a large rise in obesity rates for children in the last year. In reception, obesity prevalence has increased from 9.9% in 2019/20 to 14.4% in 2020/21. In Year 6, obesity prevalence has increased from 21.0% in 2019/20 to 25.5% in 2020/21. Boys have a higher obesity prevalence than girls for both age groups. In Reception, 14.8% of boys were obese compared to 14.1% of girls. In Year 6, 29.2% of boys were obese compared to 21.7% of girls. In line with recent years, children living in the most deprived areas were more than twice as likely to be obese than those living in the least deprived areas. The local level data is expected to be published on 20 January 2022, so we can see how Medway compares to this national trend.

The NCMP also tracks the levels of underweight children in Reception and Year 6. No local data is available for the last 12 months, however national data shows a similar trend to previous years, including:

- Underweight prevalence in Reception children is twice as high for boys (1.2%) compared to girls (0.6%).
- For Year 6 children, this pattern reverses with more girls being underweight (1.4%) compared to boys (1.1%).
- The South East underweight figure is below the England average. London has the highest underweight prevalence rates for both age groups.
- The ethnic groups with above average underweight percentages in Reception are Mixed (White and Black Caribbean, White and Black African, White and Asian, Any other mixed background) and Asian (Indian, Pakistani, Bangladeshi, Any other Asian background).

## 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	Short Trend	Long Trend
Q3 2021/22	30%	30.1%	<b>Amber</b>	Minimise	DET	DET
Q2 2021/22	30%	29.7%	<b>Green</b>	Minimise	DET	DET

#### Comments

The number of clients receiving a long-term service has dropped by 2.1% over the quarter. The number in residential or nursing accommodation has dropped more slowly, by 0.7%. This has caused the ratio to rise, above target. Currently there are

816 clients in residential and nursing homes and a total of 2,708 clients receiving long term care.

The current situation is likely to be impacted by the fact that many individuals and/or carers made decisions during Covid19 to remain at home rather than move into residential care. Furthermore, for some time there has been, and there continues to be, very limited placement availability in residential and nursing homes.

### 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, numbers of clients in placements are currently lower than pre-Covid19 levels.

ASCOF 1C(2i)		Percentage of clients receiving a direct payment for their social care service				
Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q3 2021/22	30%	30.3%	Green	Maximise	IMP	IMP
Q2 2021/22	30%	28.5%	Red	Maximise	DET	DET

### Comments

There has been a rise in the proportion of clients receiving long term services (denominator) as an ongoing direct payment (numerator). 30.3% represents 574 individuals, which has pushed the measure over target. Currently 99.7% of clients receive self-directed support.

### Benchmarking

Nationally 26.6%, and for the South East 27.3%, of clients with an ongoing long term service receive a direct payment. Our statistical neighbours' performance is 29.7%. All three comparators have seen a decline in performance compared to their 19/20 results.

### Actions

The Self-Directed Support (SDS) team work with Locality teams to ensure that they are aware of the benefits of a Direct Payment and promote referrals to the SDS team.

The team have streamlined the children's short breaks process to ensure quick turnaround of all short breaks' referrals. The team can now focus resources on setting up Adult Direct Payment (DP) referrals.

SDS are working with performance colleagues to ensure that DP data is accurate and recording is up-to-date.

The team are focusing on securing additional carer capacity by nurturing the peer-to-peer network. We are seeing a return on this investment of SDS time and resources via the securing of approximately two carers per week to the pool of Personal Assistants (PAs). The team have provided intensive support to the securing of alternative packages of care during a market shortage and have worked with PAs to develop microenterprises that can provide flexible and bespoke support.

**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	Short Trend	Long Trend
Q3 2021/22	70%	72%	Green	Maximise	IMP	IMP
Q2 2021/22	70%	70%	Green	Maximise	DET	STATIC

**Comments**

In December 72% of adults with a learning disability lived in their own home or with their family. This has increased from 70% in Q2. In September 2020 this measure was at 66%. As such in the last year there has been a 9% improvement. There will always be a requirement for some clients to be accommodated outside of the home environment.

**Benchmarking**

The current national outturn is 78% and our statistical neighbours' is 82% (2020/21 data).

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

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q3 2021/22	3.5	0	Green	Minimise	IMP	IMP
Q2 2021/22	3.5	8.3	Red	Minimise	NA	DET

**Comments**

Please note the target is apportioned per quarter.

There have been no admissions recorded for this age group this quarter, however this may change as packages of care are updated.

For the full year there have been 19 admissions, a rate of 11.3. This is higher than the cumulative three-month target of 10.5 (3.5 x 3).



### Benchmarking

Nationally the benchmark is 13.3 per 100,000 for the full year, just under 3.4 per 100,000 for each quarter and for our statistical neighbours the figure is 15.6 (3.9 per 100,000).

### Actions

While numbers of admissions to permanent care are low, the service has seen an increase in the number of individuals with higher levels of need. We continue to work with our commissioning colleagues to identify and commission further appropriate alternative forms of accommodation with a view to ensuring that the numbers requiring care home admissions is as low as possible.

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

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q3 2021/22	154.5	103.8	Green	Minimise	IMP	IMP
Q2 2021/22	154.5	172.3	Red	Minimise	DET	DET

### Comments

Please note the target is apportioned per quarter.

47 admissions have been recorded in Q3, so far. This equates to 103.8 admissions per 100,000 population, which is under target. However, we can expect this to rise as packages are added retrospectively.

Currently, this year, there have been 198 65+ admissions which equates to 437.3 per 100k population. This is below target. The target rate allows for 280 admissions per year so currently the number of admissions is positive.

### Benchmarking

The National rate of admissions is 498.2. This equates to 124.5 per quarter. Our statistical neighbours' 2019/20 outturn of 620.8 (155.2 per quarter).

### Actions

Whilst a low number of admissions to care homes is a positive, this may in part be due to the impact of Covid19 as many families chose to continue to care for their loved ones at home to avoid admission to care. In addition, challenges in the care sector have led to a longer period of time waiting for care in a residential setting.

There is currently a backlog in the recording of permanent placements which is impacting figures. The service is currently recruiting an administrator to support the Brokerage team to process all recording of placements in a timely way.

**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	Short Trend	Long Trend
Q3 2021/22	4.1	NA due to pandemic	<b>NA</b>	Minimise	NA	NA
Q2 2021/22	4.1	NA	<b>NA</b>	Minimise	NA	NA

**Comments**

Data collection has been suspended by central government.

**Social Isolation**

In Q3, four social isolation training modules were delivered with 31 delegates attending in total.

Three Connect 5 Sessions were delivered with 27 delegates attending in total. A mapping of activities for young people was undertaken and seven organisations were identified. The organisations were contacted by the Social Isolation Project Officer with the aim to sign them up to the Simply Connect directory of services and increase the number of activities available to young people across Medway.

Overall, there were 81 referrals to the Social Prescribing service. The percentage of clients who reported an increase in wellbeing was 68%. The social prescribing training module was delivered in Q3 with 103 delegates attending. The second round of the 'Better Connected' Community Chest funding was launched in October 2021 and six organisations were awarded a share of £16,395, resulting in 1,010 social prescribing referral places across Medway.