


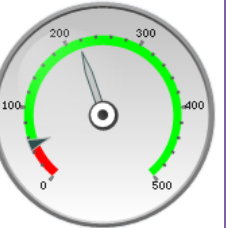


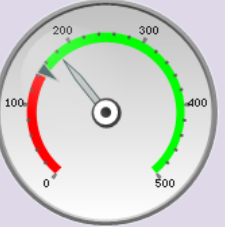
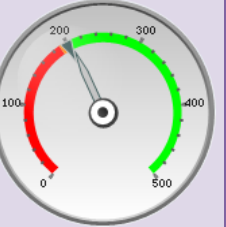
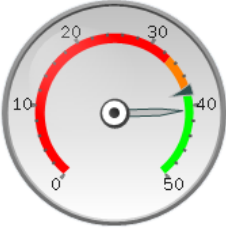
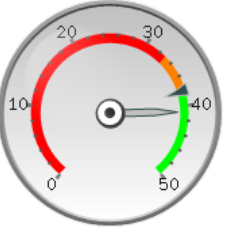
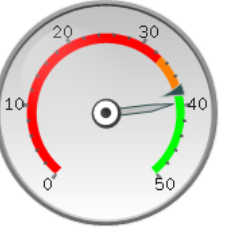
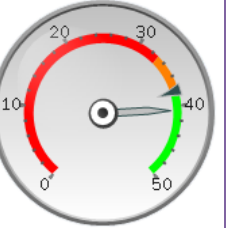






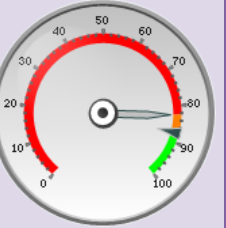



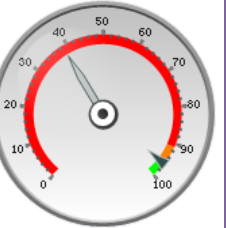
Adults Services & Health Overview and Scrutiny Panel 2017/18: All Quarters YTD

Council Strategic Priority	Ref.	Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	Actual YTD	Target YTD	YTD Status
Healthy, skilled and independent residents	1.1.2	Percentage of persons offered a NHS health-check from the target cohort (40-74yrs)					216.5	50.0	★
<p>Q4 Commentary Across Q1-Q3 the offer of health-checks was principally led by local GP surgeries, including invitations to individuals within the target cohort (40-74yrs) sent to home addresses. In anticipation of Q4 - and most particularly the typical renewed focus on health and wellbeing as part of new year resolutions - the Public Health Team drew on lessons learnt from other local authorities and promoted the availability of health-checks through a range of media, including "Around the Royal Borough" (distribution to 57,000 homes) and the RBWM Library's Newsletter (2,000 emails). A social media campaign through Facebook targeted at the relevant age-cohort reached 6,676 users and so this figure (6,676) has been added to the confirmed GP surgery figure of 6,709 offers in Q4 to arrive at a total of 14,285 offers in Q4.</p>									
Healthy, skilled and independent residents	1.1.3	Number of successful smoking quit attempts					205	200	★
Healthy, skilled and independent residents	1.1.4	Percentage of successful treatment completions (alcohol)					40.6	38.0	★
<p>Q4 Commentary This Q4 figure was confirmed from national sources on 31 May 2018.</p>									

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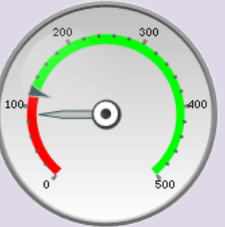
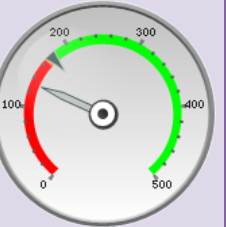
Council Strategic Priority	Ref.	Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	Actual YTD	Target YTD	YTD Status
Healthy, skilled and independent residents	1.1.5	Percentage of successful treatment completions (opiates)					7.5	10.0	●
<p>Q4 Commentary This Q4 figure was confirmed from national sources on 31 May 2018.</p>									
Healthy, skilled and independent residents	1.1.6	Percentage of successful treatment completions (non-opiates)					47.4	40.0	★
<p>Q4 Commentary This Q4 figure was confirmed from national sources on 31 May 2018.</p>									
Healthy, skilled and independent residents	1.4.1	Number of permanent admissions to care for those aged 65+yrs					141	210	★
Healthy, skilled and independent residents	1.4.2	Rate of delayed transfers of care, per 100,000 population, which are attributable to Adult Social Care					0.0	1.5	★

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Council Strategic Priority	Ref.	Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	Actual YTD	Target YTD	YTD Status
Healthy, skilled and independent residents	1.4.3	Percentage of rehabilitation clients still at home 91 days after discharge from hospital					82.7	87.5	●
Healthy, skilled and independent residents	1.5.1	Percentage of current carers assessed or reviewed in the last 12mths					38.8	96.0	▲

Q4 Commentary


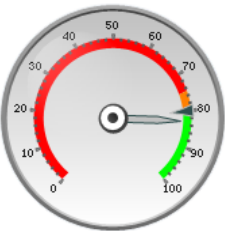
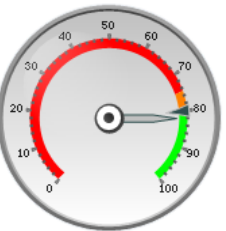



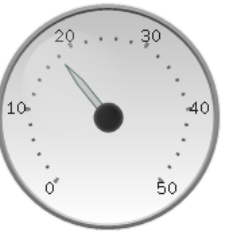

Though performance across the whole year was off target, it improved significantly after Q2 when changes to the service had become embedded. The year end outturn figure for the year factors in performance of 16.7% in Q1 and 22.9% in Q2 - significantly below the improved performance in Q3 and Q4 of 56.6 and 50.4% respectively. Continued focus on maintaining and further improving performance in 18/19 is a priority.

Healthy, skilled and independent residents	1.5.2	Number of carers supported through social prescribing					132	175	▲
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Year-end Commentary:

The service went live in June 2017 and has been in operation for nine full months. Whilst the target was profiled on reasonable expectations at the time, including the roll-out to all Windsor and Maidenhead Practices within six months, as acknowledged in Q3, delays have been encountered with recruitment, therefore impacting on operational capacity and the pace of service-development. This is subsequently reflected in performance below target (132/175) as at year-end. Two additional Wellbeing Prescribers (WBPs) have now been recruited. From 23 April 2018 all four WBPs can receive referrals and the roll-out to all 17 Practices is now moving swiftly, with completion expected by end of June 2018. As at the close of the financial year 2017/18, Social Prescribing is taking place across four practices. With operational capacity stabilising, the number of carers supported via Social Prescribing will increase. Targets for 2018/19 will be based on a robust assessment of needs and risk.

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Council Strategic Priority	Ref.	Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	Actual YTD	Target YTD	YTD Status
Safe and vibrant communities	2.1.4	Percentage of adult safeguarding service users reporting satisfaction	?				82.2	80.0	★
Healthy, skilled and independent residents	5.4.1a	Number of council complaints received relating to adult services (including CareWatch)	?	?	?		30	?	n/a
<p>Q4 Commentary This is the first year of reporting and recording complaints in this way. A year end figure only is available for complaints. In 2018/19 further focus on improving the software to record complaints as well as working with services will improve reporting further. Complaints (and compliments) in 2018/19 will be reported bi-annually.</p>									
Healthy, skilled and independent residents	5.4.2a	Number of compliments received relating to adults services					17	?	n/a