

Adults, Children and Health Overview and Scrutiny Panel

Q1 2019-20 Performance Report (April – June 2019)

Date prepared: 22 August 2019 (v2)

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**Adults, Children and Health Overview and Scrutiny Panel:
Q1 2019-20 Performance Report**

1. Executive Summary

1.1 The Adults, Children's and Health Overview and Scrutiny Panel has oversight of a range of performance measures relating to the following council strategic priorities for 2019/20:

- Healthy, skilled and independent residents
- Safe and vibrant communities

1.2 As at 1 July 2019 performance of all measures related to the Panel's remit can be broadly summarised as:

Q1 RAG Status	No.	Measures
Red (Needs improvement)	2	<ul style="list-style-type: none"> • (Opt_4) Percentage of carers assessed or reviewed in the last 12mths • (AfC_22) Percentage of children subject to a Child Protection Plan for 2+yrs on ceasing
Amber (Near target)	1	<ul style="list-style-type: none"> • (Opt_3) Percentage of long term cases reviewed in the last 12mths
Green (Succeeding or achieved)	12	<ul style="list-style-type: none"> • (1.4.1) No. permanent admissions to care for those aged 65+yrs • (Opt_7) Rate of delayed transfers of care (per 100,000 pop.) attributable to RBWM • (Opt_8) Percentage of rehabilitation clients still at home after 91 days • (Opt_11) Percentage safeguarding service user satisfaction • (1.5.3) No. carers supported by dedicated services directly commissioned by RBWM • (1.3.1) Percentage of borough schools rated by Ofsted as Good or Outstanding • (AfC_6) Percentage of eligible children receiving a 6-8wk review within 8wks • (AfC_17) Percentage of re-referrals to CSC within 12mths • (AfC_35) Percentage of care-leavers in education, training and employment (19-21yr olds) • (Cr_1) Percentage of successful treatment completions (alcohol) • (Cr_2) Percentage of successful treatment completions (opiates) • (Cr_3) Percentage of successful treatment completions (non-opiates)
Unknown performance	1	<ul style="list-style-type: none"> • (AfC_3) Percentage of EHCP assessments completed within 20wks (including exceptions). Note: data not yet collated due to staff changes.
Total	16	

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- 1.4 Commentary is provided for all measures in deviation from target (either Red or Amber) year-to-date and where key information supports understanding of the measure.

2. Key activities and milestones achieved

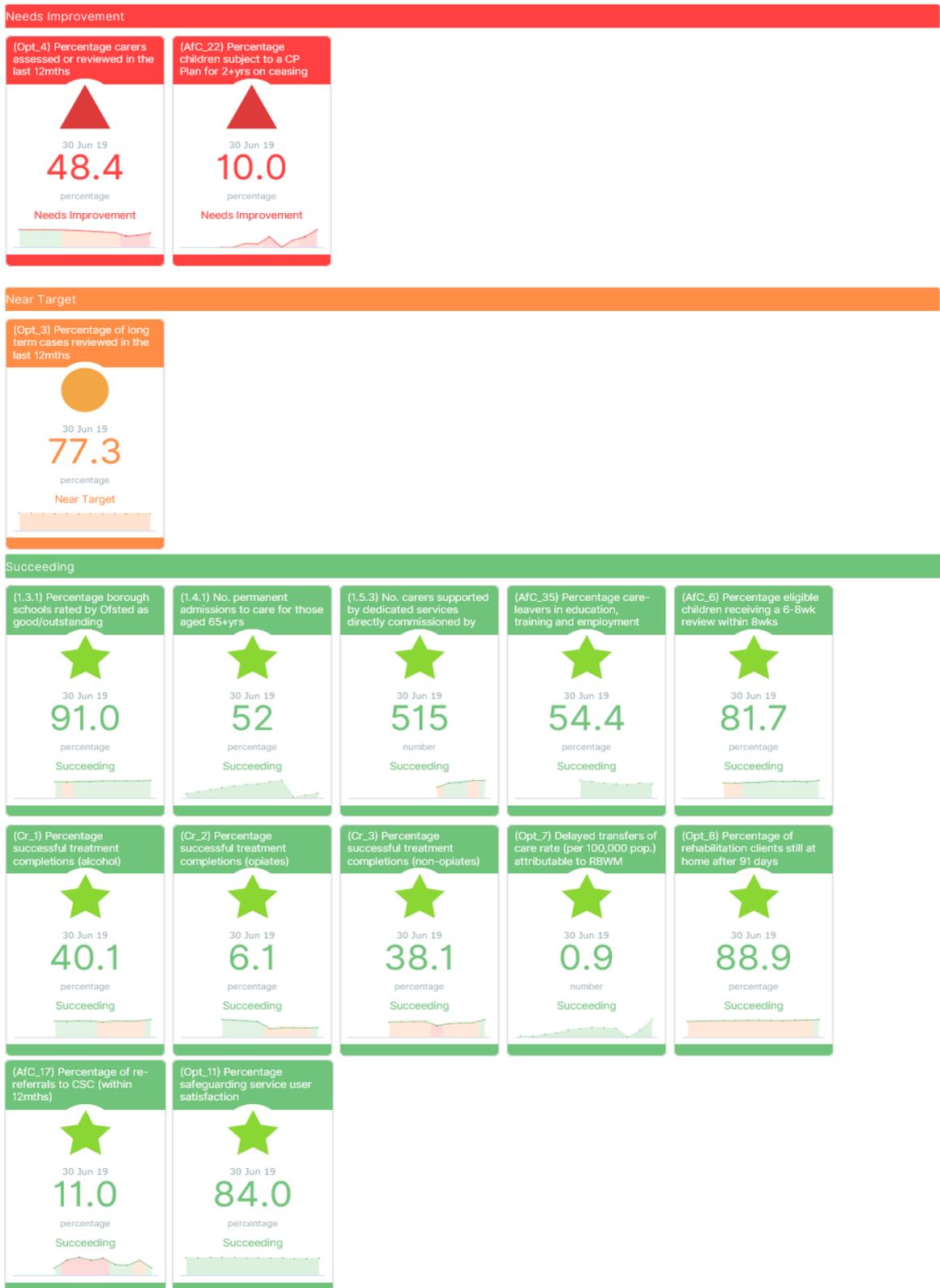
Strategic Priority	Item	Q1 Achievements and key milestones
Healthy, skilled and independent residents	Joint Strategic Needs Assessment	Joint Strategic Needs Assessment was published following approval by the Health and Wellbeing Board. Work is now underway on the Joint Health and Wellbeing Strategy with a new Strategy due for publication in April 2020.
	Integrated Care System	Three new Primary Care Networks – networks of GP practices – were approved, based on Maidenhead, Windsor and Ascot. The new Networks will take on a number of new responsibilities to improve delivery of services to residents.
	Commissioning	<p>The annual report on commissioned services was produced – see elsewhere on the Panel’s agenda. Work is continuing on a commissioning strategy for the council which will come to Cabinet in November 2019.</p> <p>The council entered into three year contracts with some voluntary sector organisations delivering services to support vulnerable adults in order to give them some financial stability over a longer term.</p> <p>Brill House opened which replaced the provision at Mokattam. In addition to accommodation for the six residents with learning disabilities previously at Mokattam, Brill House offers an additional five flats for people with learning disabilities to support independent living.</p>
Safe and vibrant communities	New safeguarding arrangements	New safeguarding arrangements, replacing the Local Safeguarding Children Board and Safeguarding Adults Board, were developed following extensive consultation with partners and published. The new arrangements will be implemented from September 2019.
	Inspection ratings	Following inspections by the Care Quality Commission earlier in the year, all care homes where the council commissions block bed provision (residential and nursing) are rated either Good or Outstanding. All but one of the council’s domiciliary care providers are now rated Good or Outstanding.

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3. Performance Summary Report (YTD)

3.1 The following measure is excluded from this summary:

- (AfC_3) Percentage of EHCP assessments completed within 20 weeks (including exceptions). Note: data not yet collated due to staff changes.



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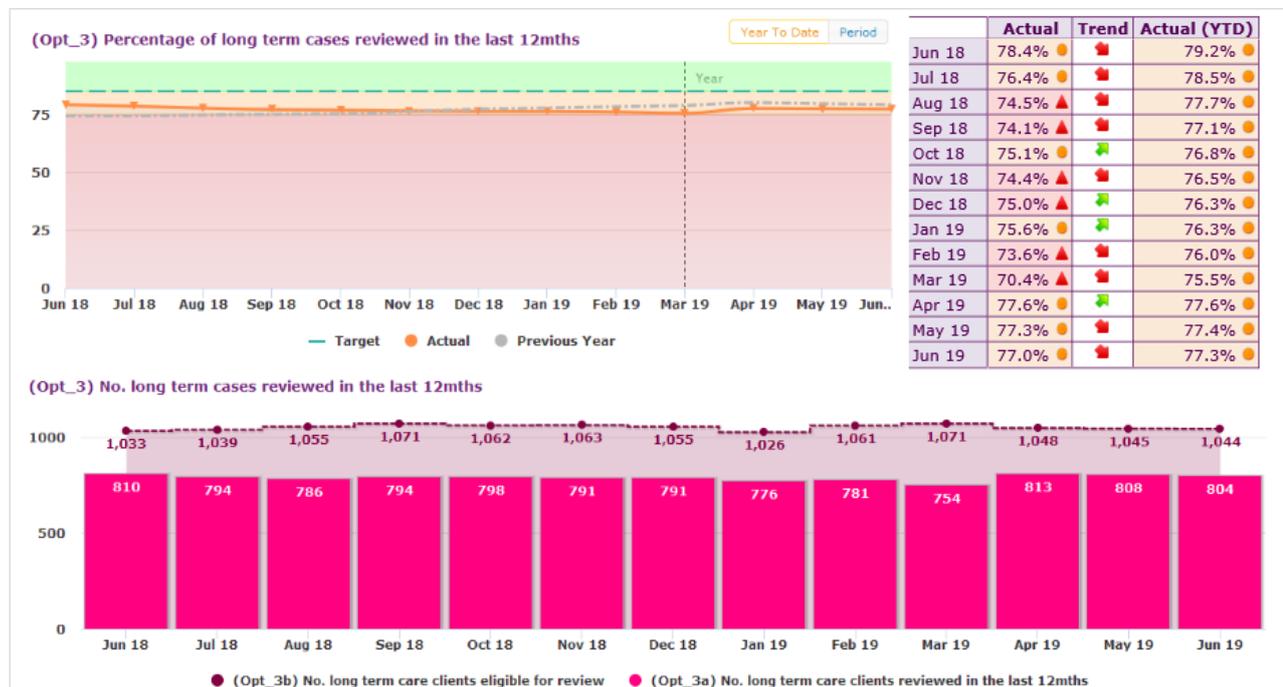
4. Healthy, skilled and independent residents: Detailed Trends and Commentary

4.1 Adults Services



Q1 Commentary

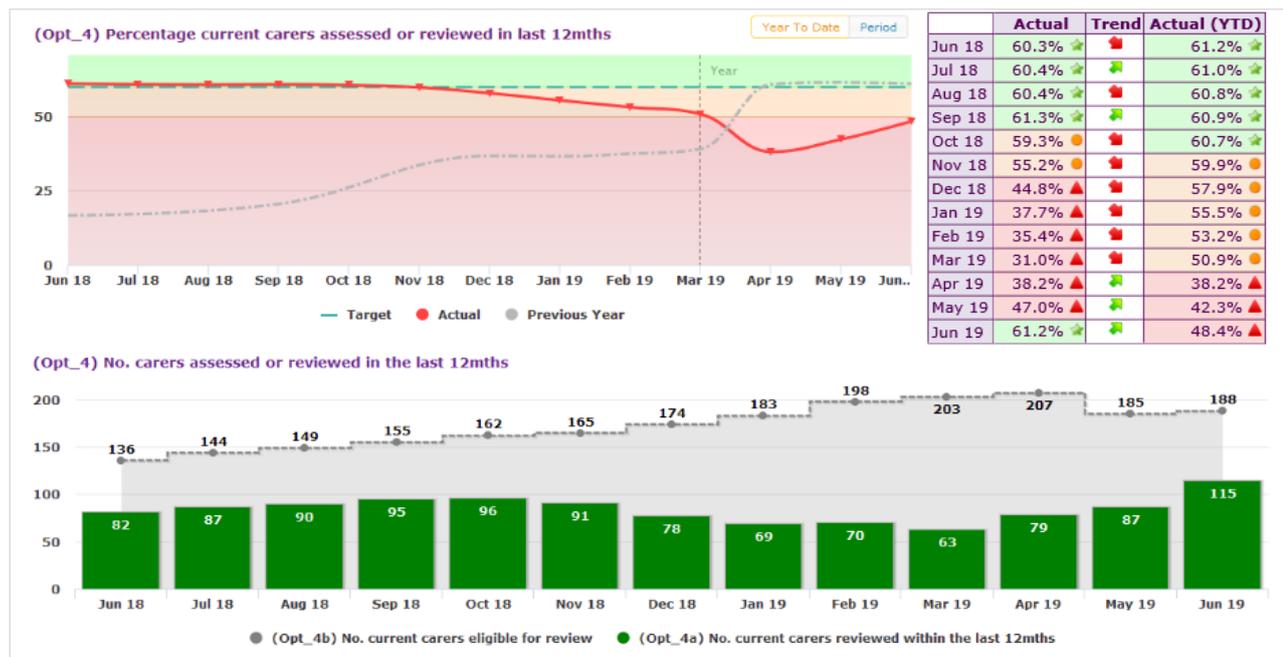
Whilst performance for this measure remains on target for the year (52 against a target of 52), there has been an increase in the number of admissions during May and June, primarily nursing and nursing dementia placements. This measure to some degree reflects the success of efforts to support an ageing population to remain in their communities for as long as possible. Individuals presenting at Accident and Emergency Services, therefore, tend to be much more frail and have more complex health needs, meaning that permanent admission to care and/or lower survival rates is an increasing likelihood.



Q1 Commentary

As at the close of Q1, year-to-date performance for this measure is 77.7% against a target of 85%. Implementation of the strengths based approach has revealed that a number of one off issues that do not require a review (one off equipment, for example) currently trigger a review in PARIS. Work is being undertaken to ensure that reviews are correctly triggered.

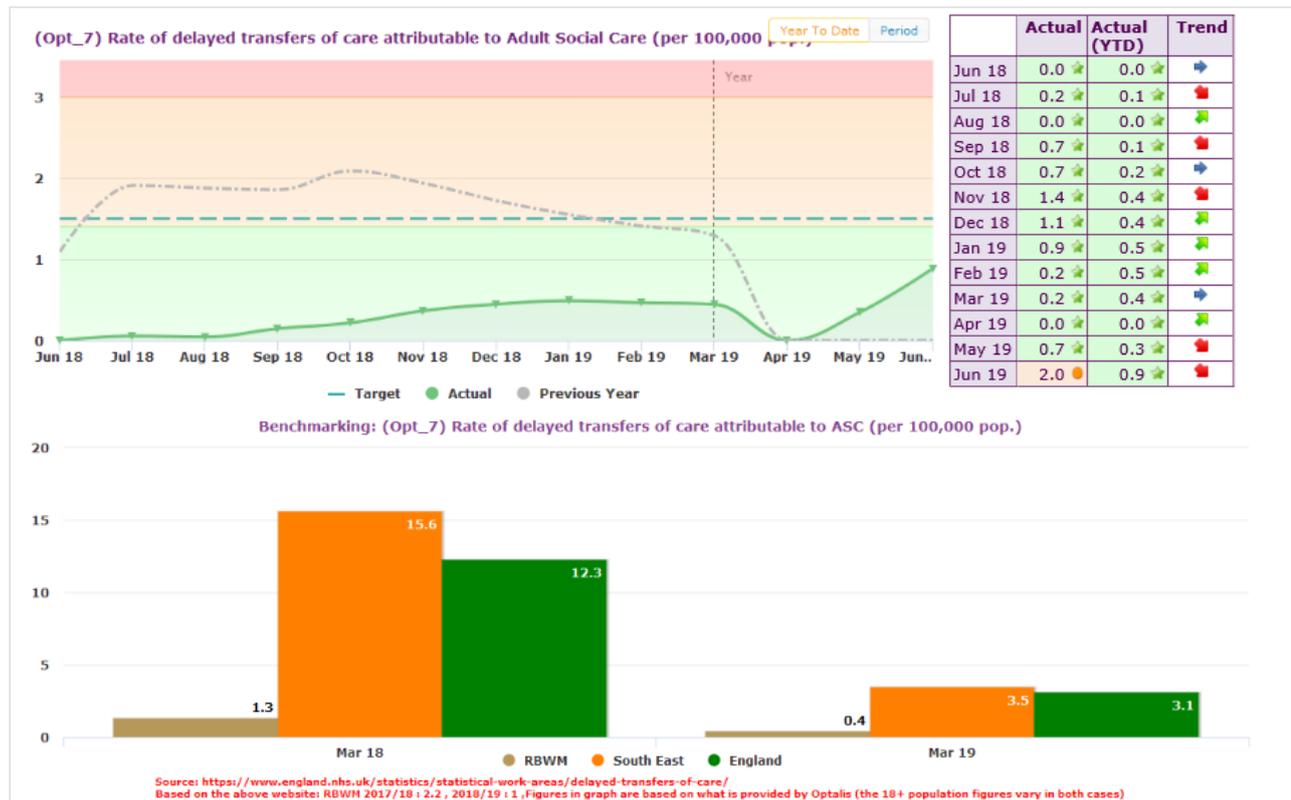
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Q1 Commentary

As at the close of Q1, year-to-date performance is 48.4% against a target of 60%. The service has carried two staff vacancies and in Q1 returned to full establishment. The additional resource shows a demonstrable impact on performance against this measure which is now showing a consistent upward trend throughout the quarter, and performance above target for June. It is acknowledged that any future resource pressures will adversely impact this measure.

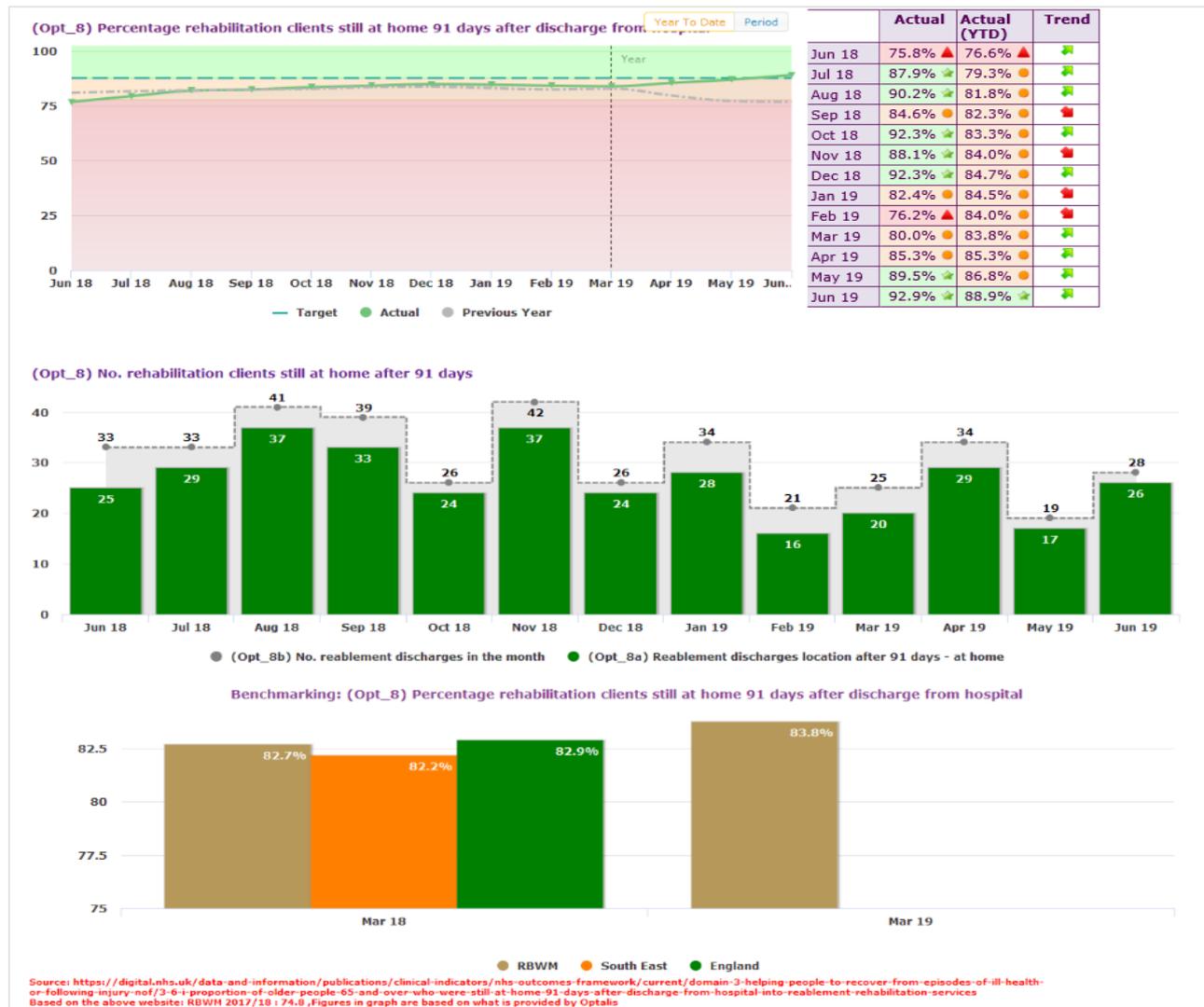
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Q1 Commentary

The year to date figure (0.9) reflects the average of all period values against a target of 1.5 and continues to perform consistently well. Available benchmarking data also shows the rate of delayed transfers of care for RBWM to be consistently lower than the South East and England.

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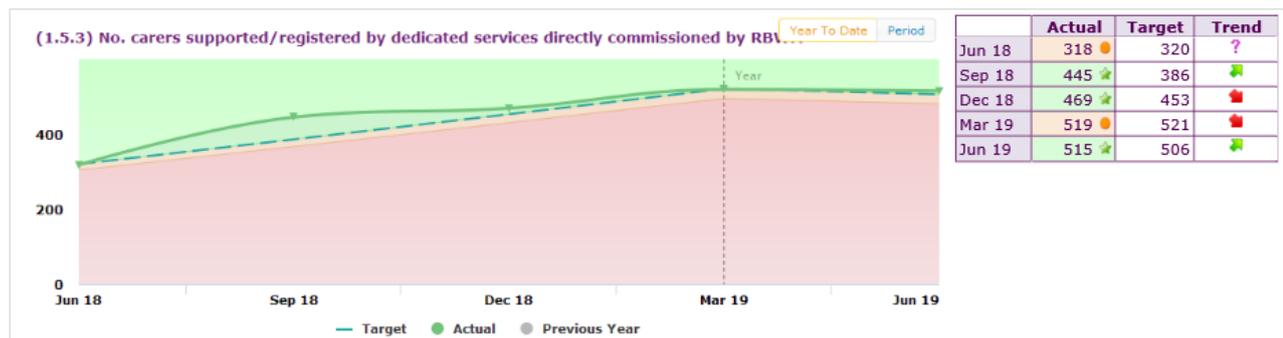


Q1 Commentary

In 2019-20 year to date, a total of 81 re-ablement discharges were made and a total of 72 residents were reported as being still at home after 91 days (88.9% against a target of 87.5%). Despite the frailty and complexity of individuals coming into the service, performance of this measure is on target for the year.

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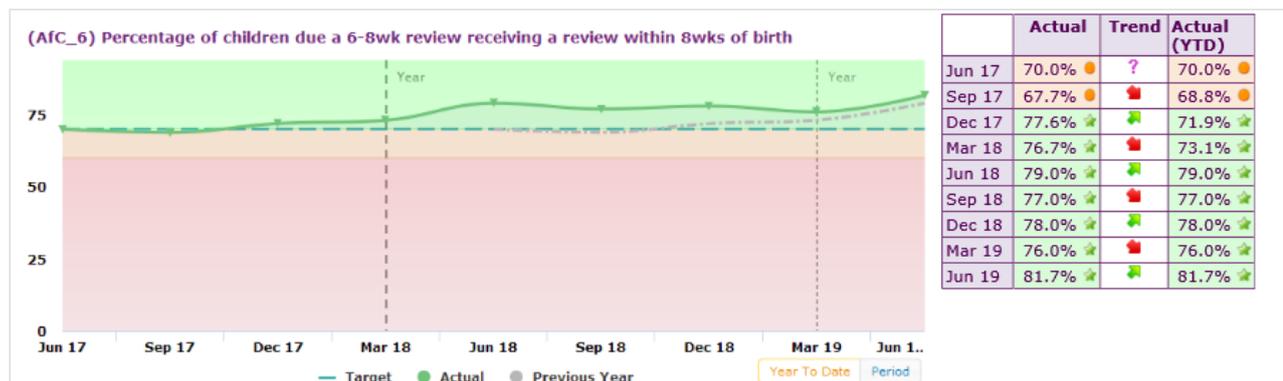
4.2 Carers



Q1 Commentary

This measure reports the number of carers identified and registered and support refers to appropriate services, events and opportunities. The total figure of 515 is above target (506) by nine. The total figure of 515 is made up of the number of in-borough young carers that have received support (including attending events) from RBWM (58, just short of a target of 60) and the number of carers identified and registered who are referred to appropriate services, events and opportunities (457, above target of 446).

4.3 Children’s Services



Q1 Commentary

A total of 295 children received their review within eight weeks of birth out of a total of 361 (81.7% against a target of 70%) in Q1. Performance against this measure is at its highest point in two financial years.

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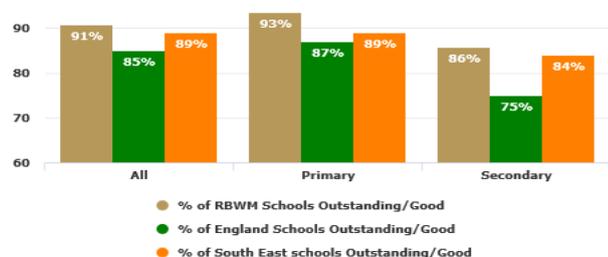
Q1 Commentary

A total of 31 care-leavers aged 19-21 years are in education, training and employment (EET) out of 57 (54.4% against a target of 50%) in Q1. It is recognised that a lot of good work is done to encourage young people to engage with EET; however, more needs to be done. More opportunities are needed for young people who present as more chaotic and therefore, not as able to follow a more structured approach to accessing EET.



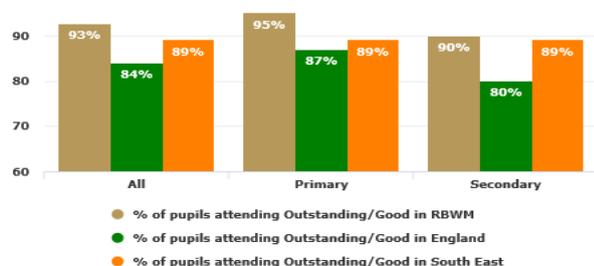
Phase of Education: All 3 selected | Date: May 19

Percentage of Schools rated Good or Outstanding
Note: National and South East figures are as of 31-Mar-19



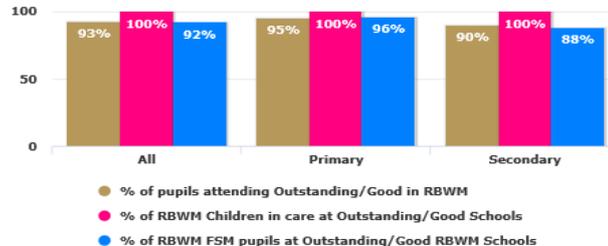
Phase of Education: All 3 selected | Date: May 19

Percentage of pupils in Good or Outstanding Schools
Note: National and South East figures are as of 31-Mar-19



Phase of Education: All 3 selected | Date: May 19

Percentage of CiC and FSM Pupils in Good or Outstanding schools



Date: May 2019

Percentage of pupils eligible for FSM in RBWM Schools



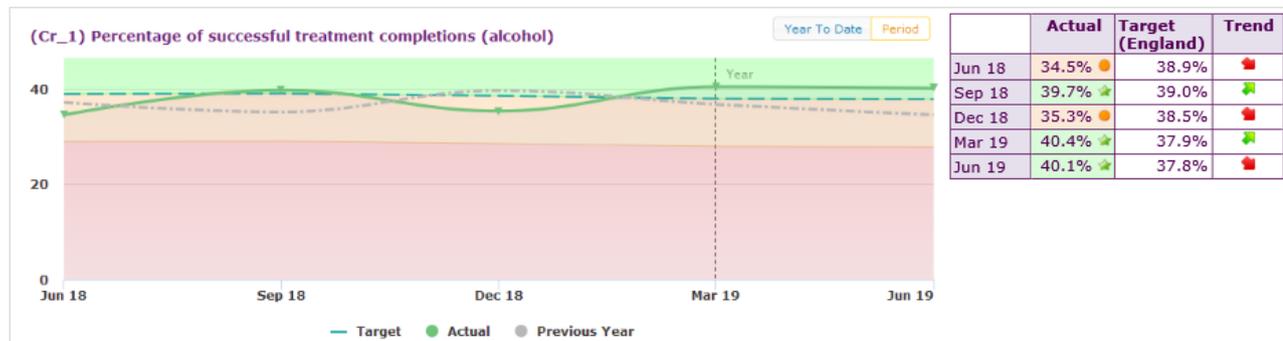
Q1 Commentary

A total of 60 out of 66 schools (91%) were rated Good or Outstanding. Available benchmarking data shows RBWM performance consistently higher than the South East and England.

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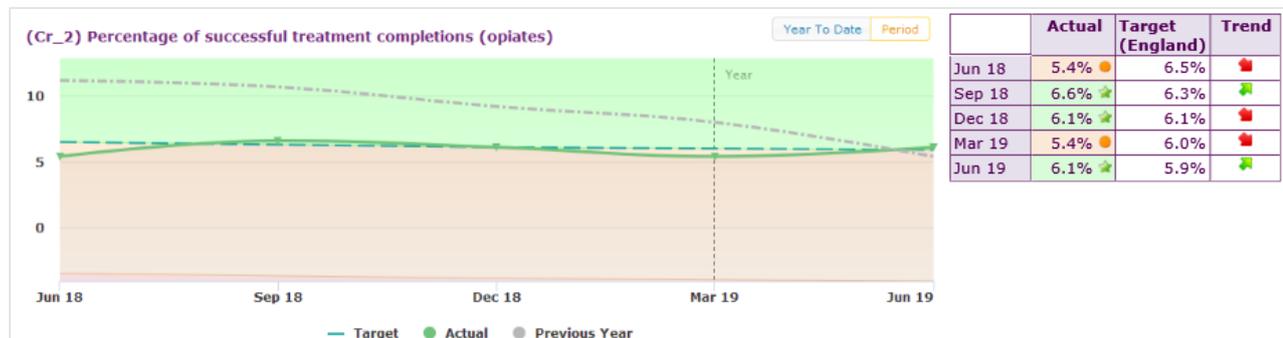
4.4 Public Health

For all three public health performance measures, within the 2017/18 and 2018/19 strategic frameworks and public reports, performance was judged against fixed targets (Cr_1: 38%, Cr_2: 10%, Cr_3: 40%). For 2019/20, local performance is instead judged against the changing England figure. All historical data recorded in the council performance system has, therefore, been updated to support trend analysis over time.



Q1 Commentary

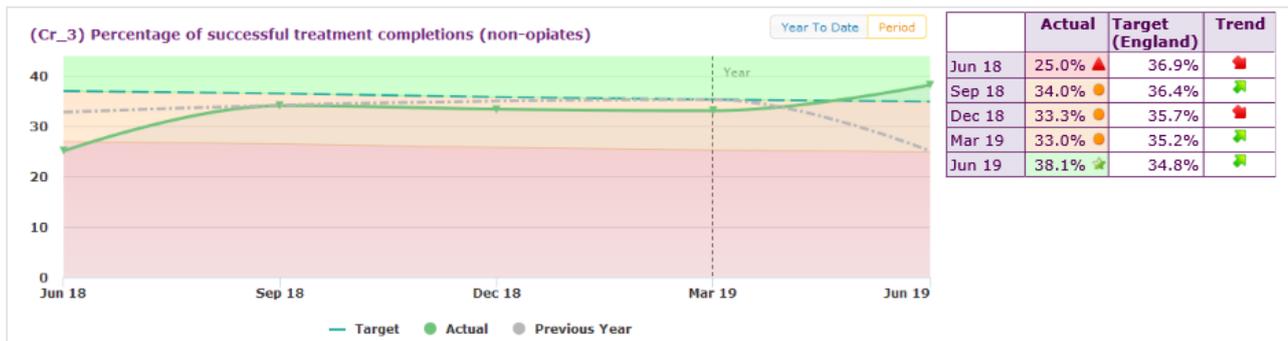
The definition of this measure is the number of alcohol users that left structured treatment successfully (free of alcohol dependence) who do not then re-present to treatment within six months expressed as a percentage of the total number of alcohol users in structured treatment. Local performance for June 2019 (40.1%) relates to 63 completions without re-representation out of 157 clients in treatment, and this is greater than the England figure of 37.8% (28,586 / 75,698).



Q1 Commentary

The definition of this measure is the number of users of opiates that left drug treatment successfully (free of drug(s) dependence) who do not then re-present to treatment again within six months as a percentage of the total number of opiate users in treatment. Local performance for June 2019 (6.1%) relates to 15 completions without re-representation out of 248 clients in treatment, compared to the England figure (5.9%) for the same period (8,208 / 140,339). There is an increasing national trend in the complexity of opiate clients and their motivation and ability to change their behaviour. In order to address this complexity, a multi-agency approach is now being taken to support drug and alcohol clients.

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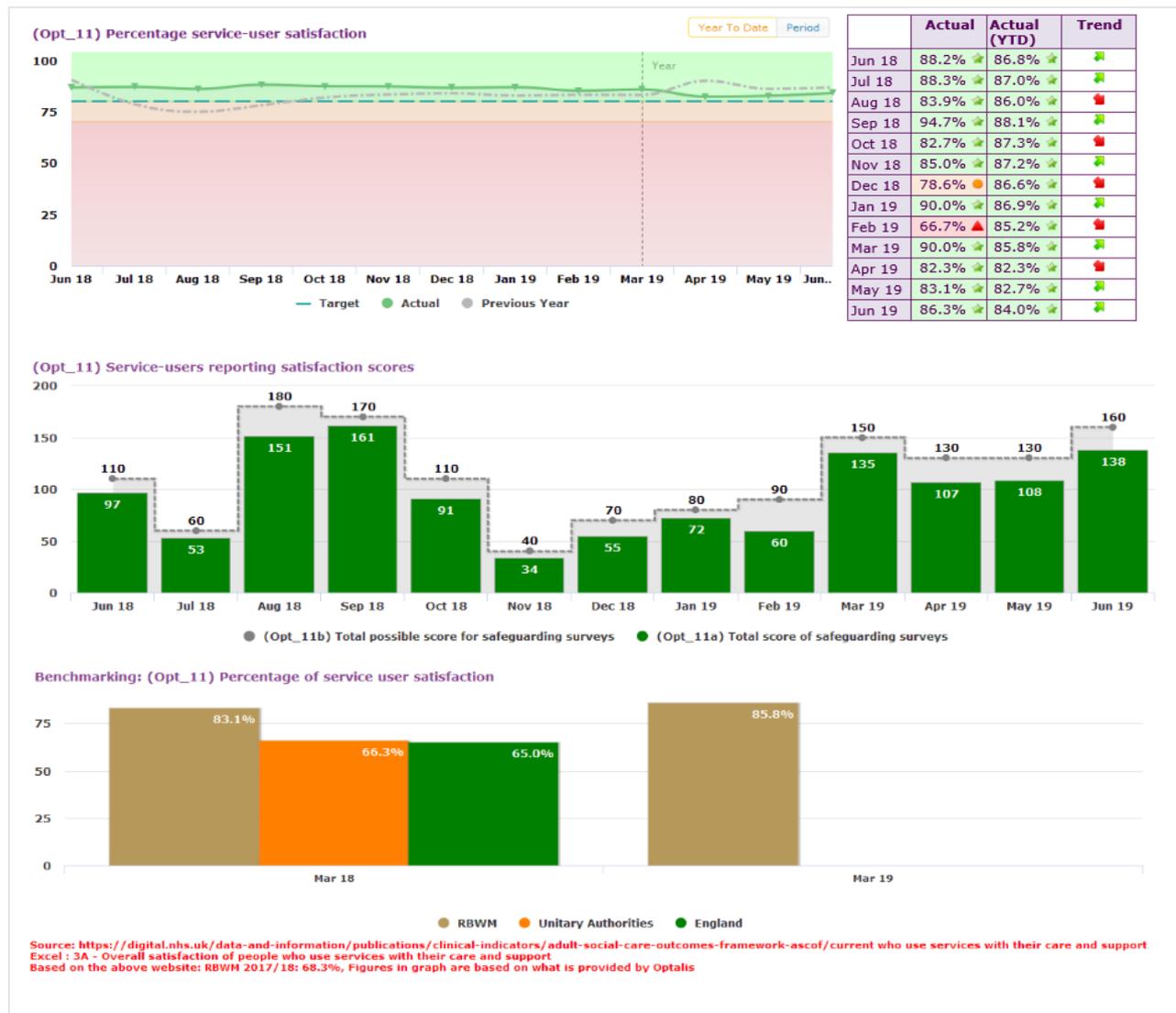
Q1 Commentary

The definition of this measure is the number of users of non-opiates that left drug treatment successfully (free of drug(s) dependence) who do not then re-present to treatment again within six months as a percentage of the total number of non-opiate users in treatment. Local performance for June 2019 (38.1%) relates to 37 completions without re-presentation out of 97 clients in treatment, compared to the England figure (34.8%) for the same period (18,147 / 52,182).

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5. Safe and vibrant communities: Detailed Trends and Commentary

5.1 Adults' Services

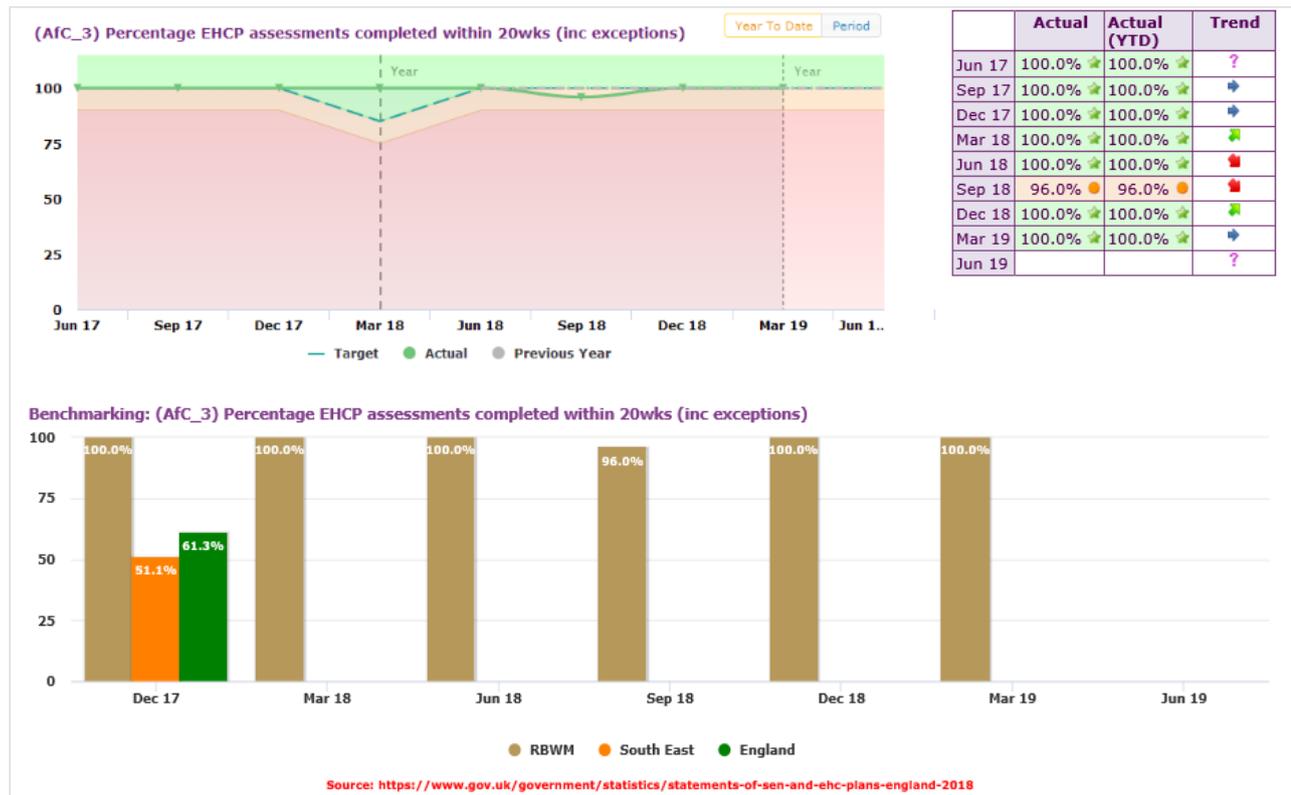


Q1 Commentary

The consistently high performance of this measure reflects the service's commitment to the quality of services for its users and a continued focus on achieving outcomes.

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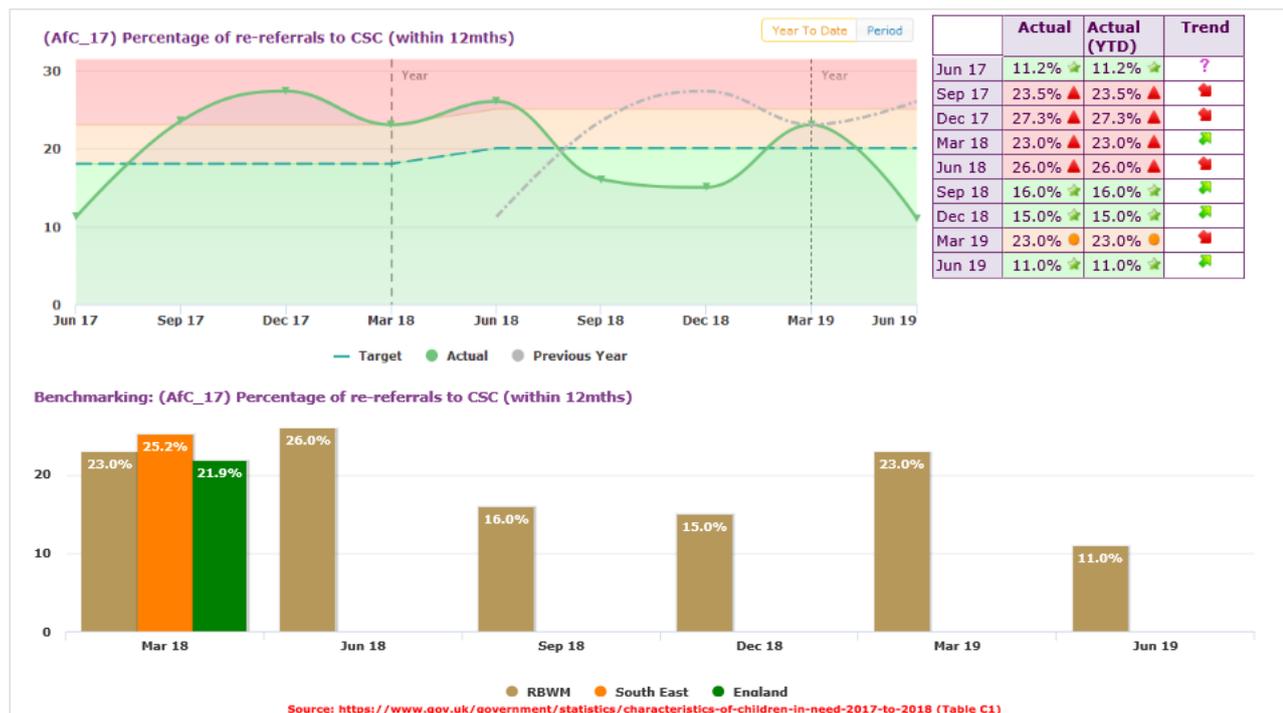
5.2 Children's Services



Q1 Commentary

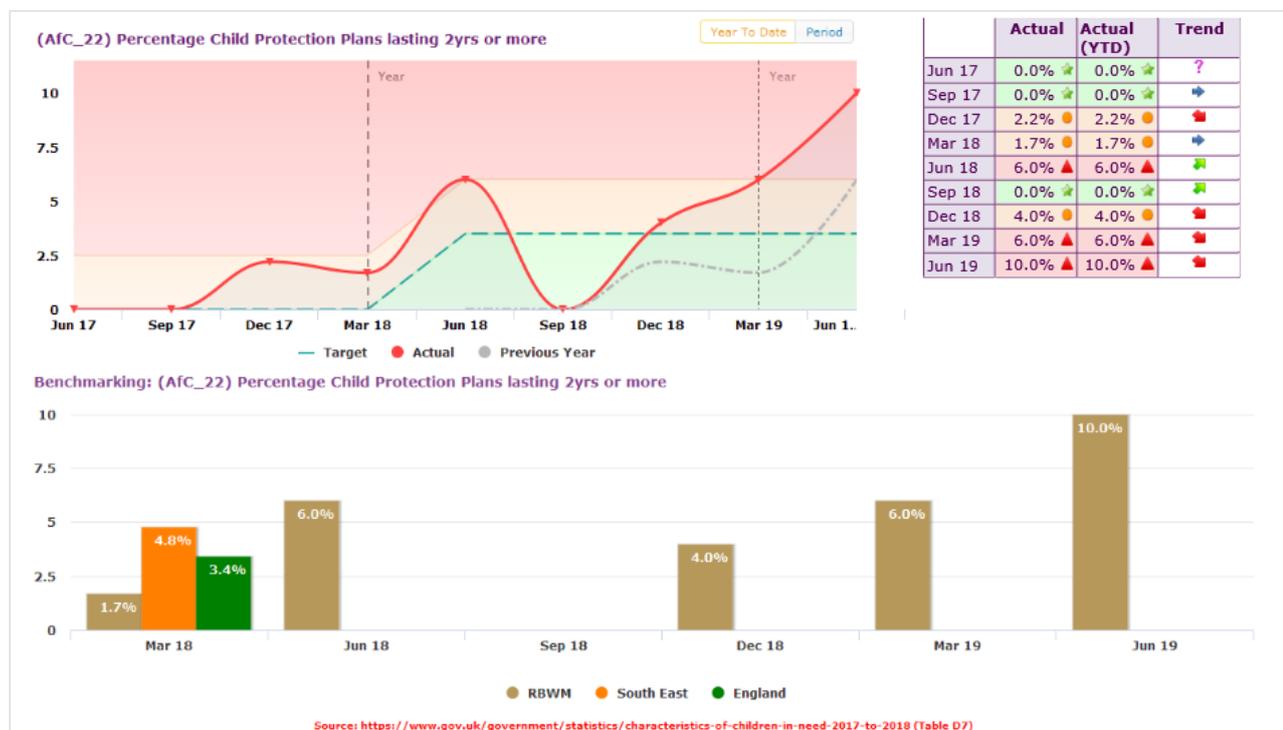
Q1 data is currently unavailable due to staff changes within Achieving for Children and will be reported verbally to the meeting.

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Q1 Commentary

As at the close of Q1, the percentage of re-referrals to children’s social care within 12 months is at its lowest point since June 2017 (11% against a target of 20%).



Q1 Commentary

As at the close of Q1, the percentage of child protection plans lasting two years or more is 10% against a target of 3.5% and relates to one family of three children.