

Adults, Children and Health Overview and Scrutiny Panel

Q4 and End of Year Performance Report (January - March 2020)

Date prepared: 30 April 2020

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**Adults, Children and Health Overview and Scrutiny Panel:
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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 April 2020 performance of all measures related to the Panel's remit can be broadly summarised as:

Q4 RAG Status	No.	Measures
Red (Needs improvement)	3	<ul style="list-style-type: none"> • Delayed transfers of care rate (per 100,000 pop.) attributable to RBWM • Percentage of children subject to a Child Protection Plan for 2+yrs on ceasing • Percentage of EHCP assessments completed within 20wks (including exceptions)
Amber (Near target)	4	<ul style="list-style-type: none"> • Percentage of care-leavers in education, training and employment (19-21yr olds) • Percentage of successful treatment completions (opiates) • Percentage of long-term cases reviewed in the last 12mths • Percentage of carers assessed or reviewed in the last 12mths
Green (Succeeding or achieved)	9	<ul style="list-style-type: none"> • Percentage of borough schools rated by Ofsted as Good or Outstanding • Percentage of re-referrals to CSC within 12mths • No. permanent admissions to care for those aged 65+yrs • No. carers supported by dedicated services directly commissioned by RBWM • Percentage of eligible children receiving a 6-8wk review within 8wks • Percentage of successful treatment completions (alcohol) • Percentage of successful treatment completions (non-opiates) • Percentage of rehabilitation clients still at home after 91 days • Percentage safeguarding service user satisfaction
Total	16	

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2. Key activities and milestones achieved

Strategic Priority	Item	Q3-Q4 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; this has been delayed due to Covid-19 and is due to be approved in the autumn.
	Integrated Care System	The Frimley Integrated Health and Care System Five Year Strategy has been published, called <i>Creating Healthier Communities</i> . There are six ambitions focused on improving the health and wellbeing of the population.
Safe and vibrant communities	New safeguarding arrangements	Following implementation of the new safeguarding arrangements, replacing the Local Safeguarding Children Board and Safeguarding Adults Board in September 2019, priorities for the partnership are being developed following the annual conference in February 2020.
	Ofsted inspection of Children's Services	During January and February 2020 the local authority services were inspected by Ofsted for the first time since 2015. The service overall was graded Good, a significant improvement from the previous Requires Improvement. There is still work to do to further improve services for care leavers and children in our care, however this grading, achieved one cycle ahead of target, provides a strong base on which to build. A targeted action plan will be provided to Ofsted during the first quarter of 2020/21.
	Covid-19: Community Response	<p>The Covid-19 Community Response was established to support residents across the borough during the Covid-19 pandemic. A coordinated team of staff drawn from all services in the council maintains regular contact with residents who are shielding and takes any action that may be appropriate to ensure that these individuals' needs continue to be met.</p> <p>The council has also encouraged community groups that were either already established or newly-formed in response to the pandemic to identify themselves to the council, and a database of all contacts was quickly compiled to support a public-facing online directory of Covid-19 Support Groups to which residents may turn for particular needs.</p> <p>The council has worked with WAM Get Involved and key local partners and organisations to coordinate and organise volunteers across the borough to deliver services to residents who may need help but who are not necessarily shielding.</p>

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	Covid-19: Grant funding	Within the first week of lockdown a Covid-19 grant fund was made available to which local community groups could apply for £500 to support them in the set-up and/or continuation of their operations during the pandemic. To date the council has made £10,000 of grants enabling groups to cover a range of services including bespoke support packages for vulnerable residents, purchasing phone systems for befriending calls, essential items for babies, and PPE for volunteers. A further £10,000 has been paid out to Foodbanks (£5,000 each).
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3. Performance Summary Report (YTD)

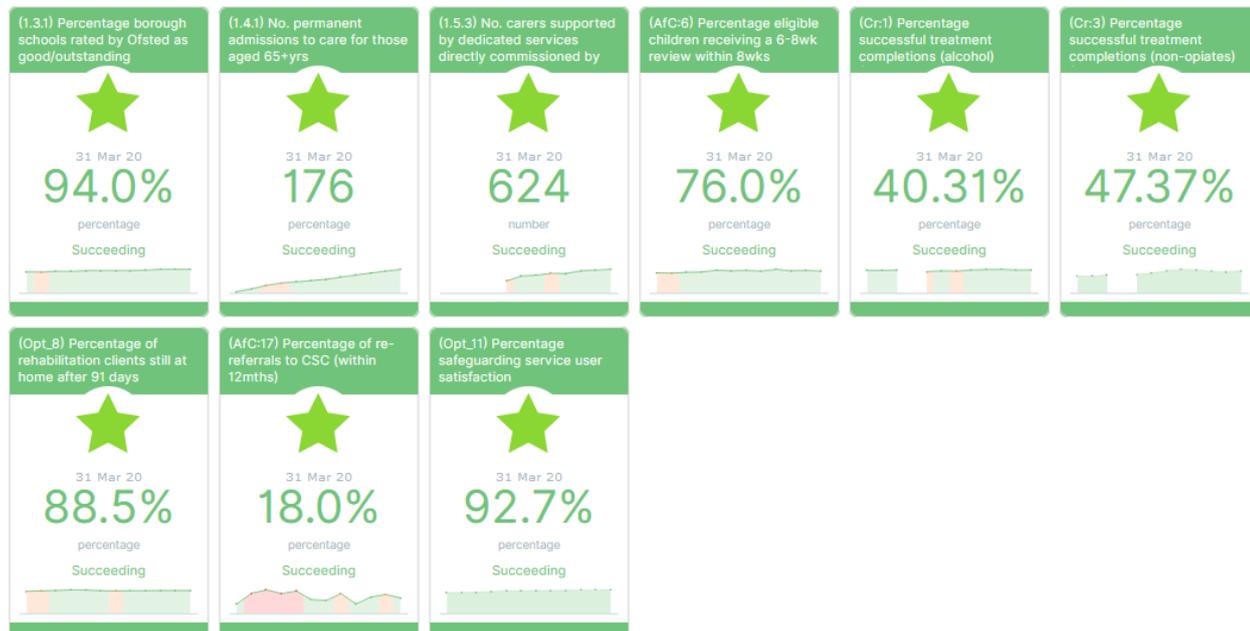
Needs Improvement



Near Target



Succeeding

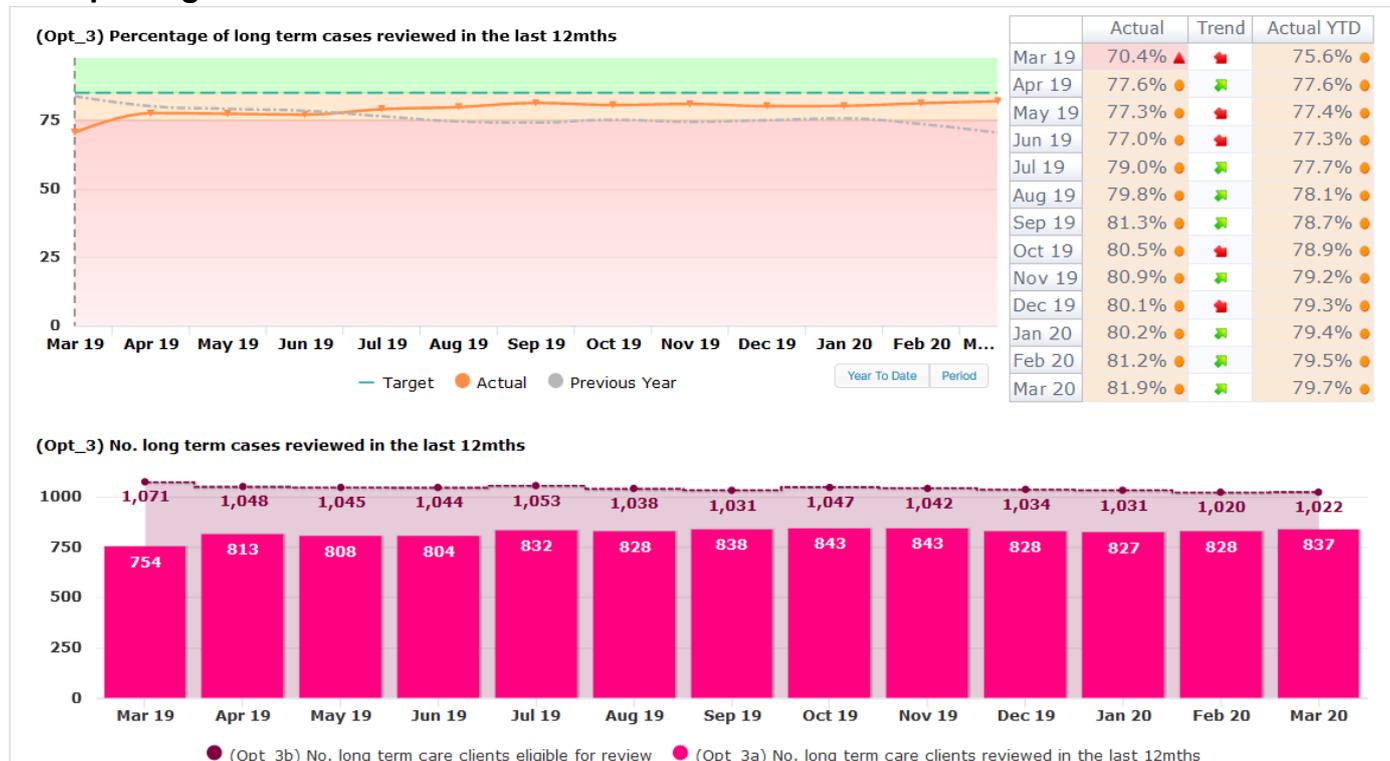


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4. Healthy, skilled and independent residents: Detailed Trends and Commentary

4.1 Adults Services

Care package reviews

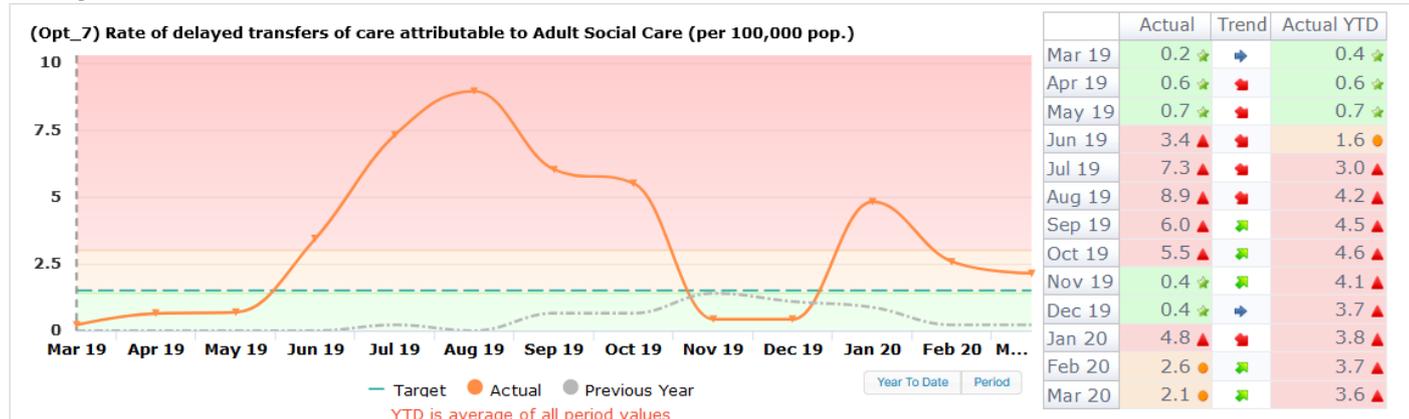


Q4 and End of Year Commentary

As at the close of Q4 the year-to-date percentage of long-term cases reviewed in the last 12mths stands at 79.7%, below target (85%) but within tolerance for this measure and surpassing year-end performance for 2018/19 (75.6%) by 4.1%. Reviews are a key mechanism for ensuring that the care package in place for each resident is fit for purpose and meeting their needs. There has been an upward trend in performance across the year, reflective of focused resource and successful implementation of the strengths-based approach to ensure that reviews are triggered where they are required and not for isolated issues (e.g. one-off equipment). Performance is expected to be maintained at or above current levels into 2020/21.

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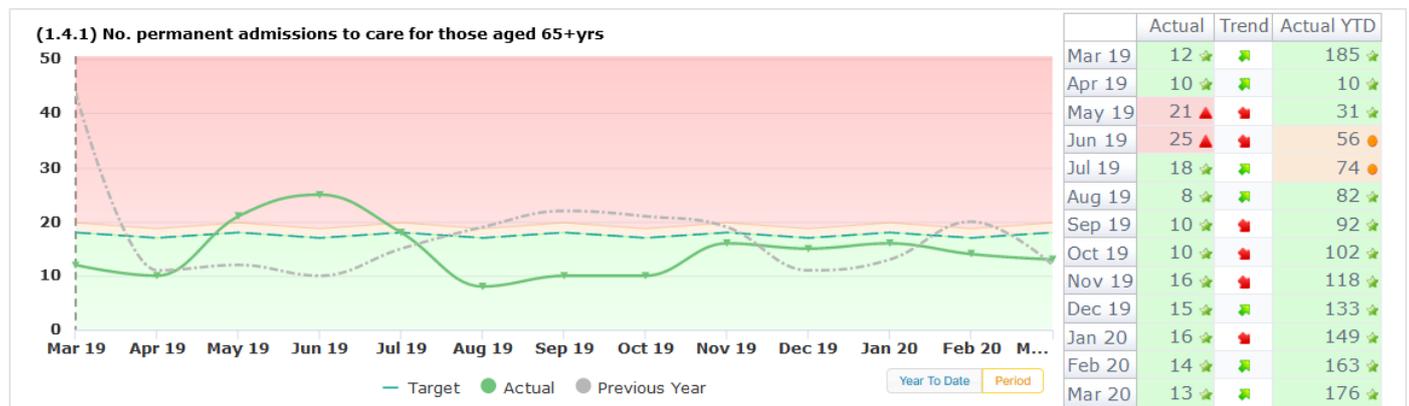
Delayed transfers of care



Q4 and End of Year Commentary

As at the close of Q4 the average rate of delayed transfers of care attributable to Adult Social Care (per 100,000 population) is 3.6. Performance has fluctuated throughout the year, largely due to lack of capacity within homecare, and reached its highest rate in August (8.9). This increase has been mirrored across the South East and nationally. New providers have been sourced and Q3 (Oct-Dec) saw improvements in performance as a result and which have contributed to bringing the average rate down to its lowest point since August.

Permanent admissions to care

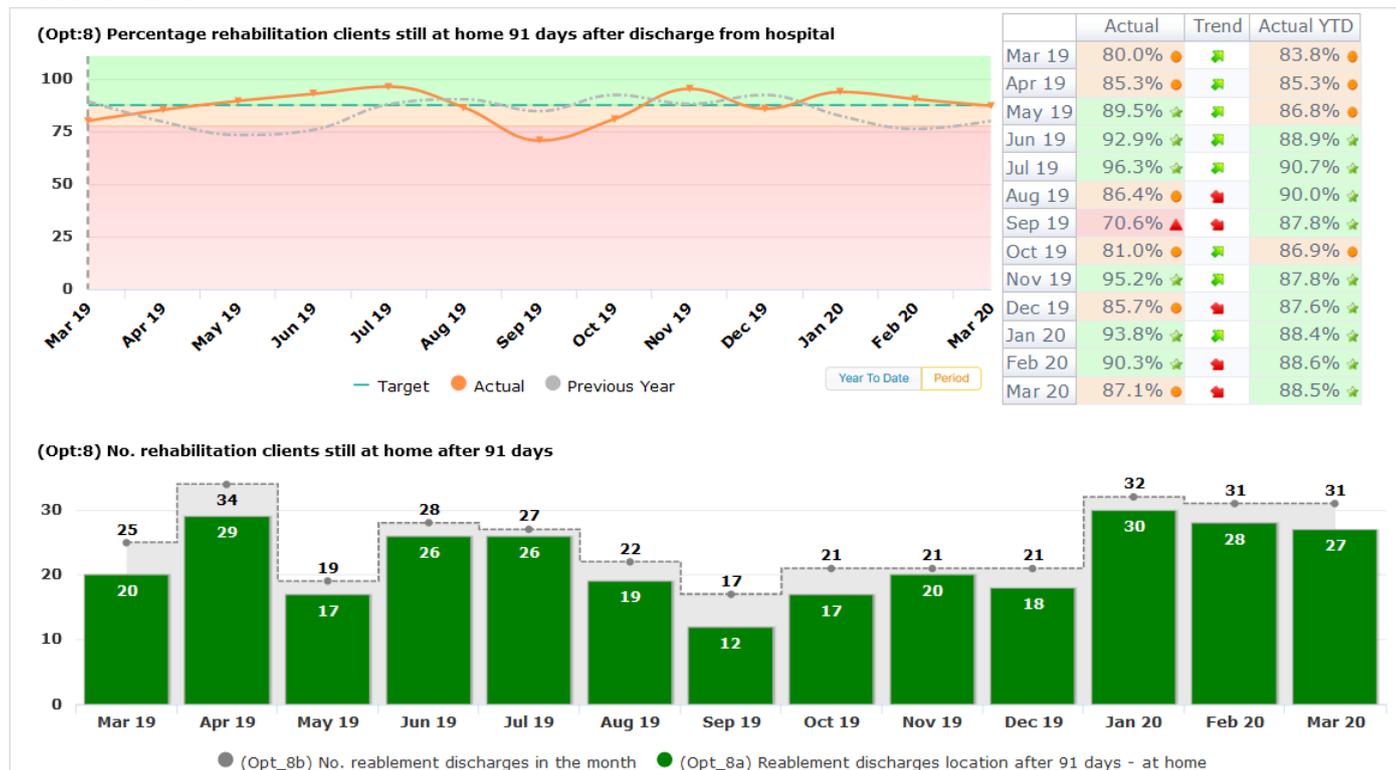


Q4 and End of Year Commentary

As at the close of Q4 the number of permanent admissions to care for older people stands at 176, a reduction on 2018/19 year-end figure (185). Across 2019/20 performance has stayed within target with the exception of Q1, where numbers reached their highest level (25) in June and related primarily to nursing and nursing dementia placements. Permanent admissions are generally expected to increase in the winter period, and this has occurred at a steady rate. The focus on prevention and keeping people living in their own homes is having a positive impact on admissions to care, although when they are subsequently assessed as needing care their needs are higher and more complex.

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Reablement



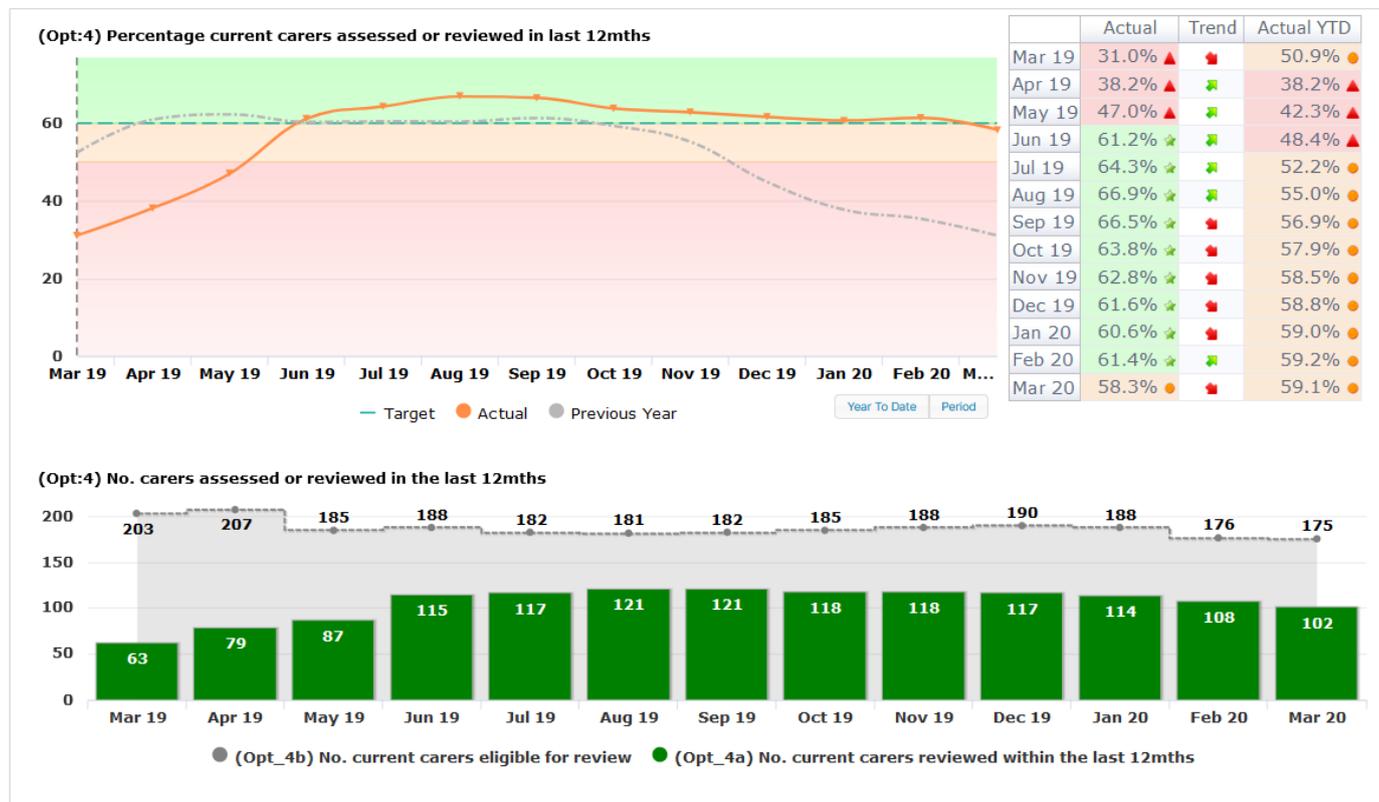
Q4 and End of Year Commentary

As at the close of Q4 the year-to-date percentage of rehabilitation clients still at home 91 days after discharge from hospital stands at 88.5%, above target (87.5%) and an improvement on year-end performance for 2018/19 (83.8%). Whilst monthly performance has fluctuated through the year – and with a pronounced downward trend across Q2 (Jul-Sep) – it has tracked closer to target across Qs3-4. Generally the cohort of individuals have particularly complex needs and frailties, and outcomes are heavily influenced by this. It is therefore encouraging that year-to-date performance across the year has consistently remained on target.

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4.2 Carers

Carers' assessments

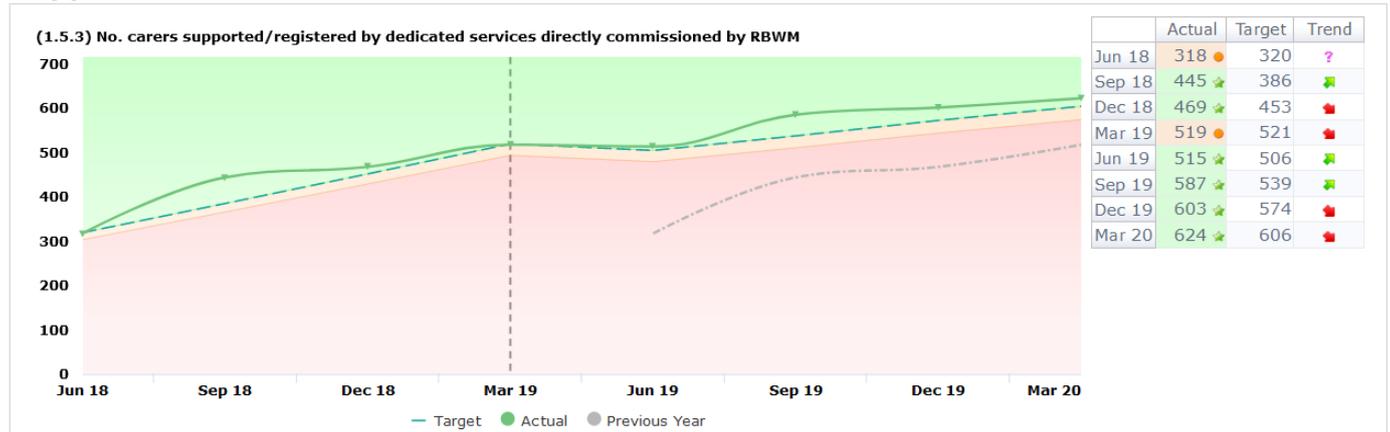


Q4 and End of Year Commentary

Performance against this measure was significantly below target at the start of the year and reflected the reduced capacity within the service as it carried two staff vacancies. With a return to full establishment in Q1 the additional resource made a demonstrable impact on performance to bring it on target (60%) each month from June to February. The year-to-date position has correspondingly seen a consistent upward trend up to the close of Q4. Year-to-date performance stands at 59.1%, fractionally below target (60%) but within tolerance and an improvement on the 2018/19 year end position (50.9%) by 8.2%.

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Support for carers



Q4 and End of Year Commentary

This measure reports the number of carers identified and registered and support refers to appropriate services, events and opportunities available for carers. Performance throughout the year has consistently tracked in line with the target set and the total figure of 624 for the close of 2019/20 is above target (606) by 18. This includes the number of in-borough young carers that have received support (including attending events) from RBWM and the number of adult carers identified and registered who are referred to appropriate services, events and opportunities. It is acknowledged that the service went into lockdown on Tuesday 17 March 2020, necessitating cancellation of group sessions, drop-ins and one-to-ones for the remainder of the March whilst suitable remote working solutions were put in place. Assessments, one-to-ones and group sessions were quickly resumed in April and there is weekly and fortnightly contact to ensure that families' immediate needs are being met.

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4.3 Children's Services

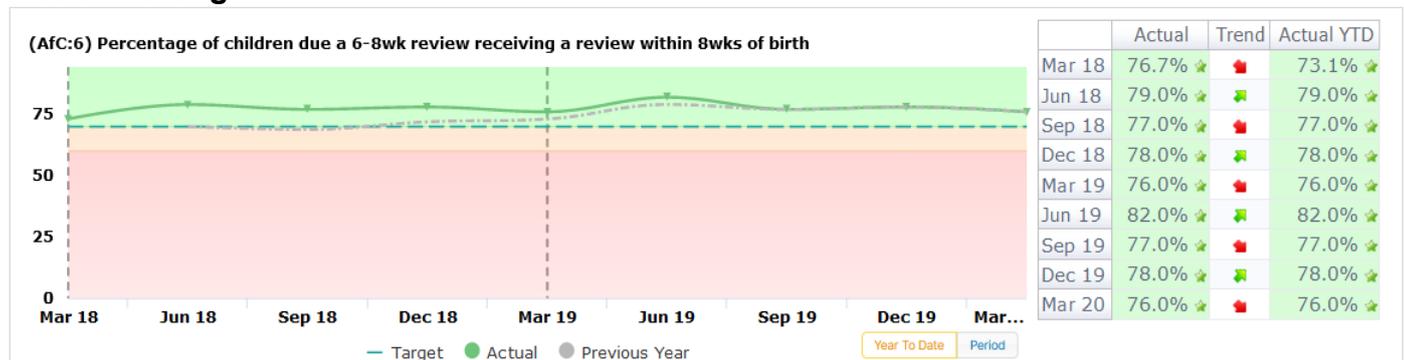
Care leavers



Q4 and End of Year Commentary

The end of quarter performance was hampered by a number of young people who lost employment in the low pay sector as the Covid-19 pandemic began to impact the economy. A number of young people were also enrolled in training to start after Easter which was cancelled. The care leavers service continues to focus on ensuring these young people are able to access accommodation and food during the pandemic, however this number is not expected to bounce back until education and employment opportunities re-open in sufficient volume in late 2020 or early 2021.

Health visiting

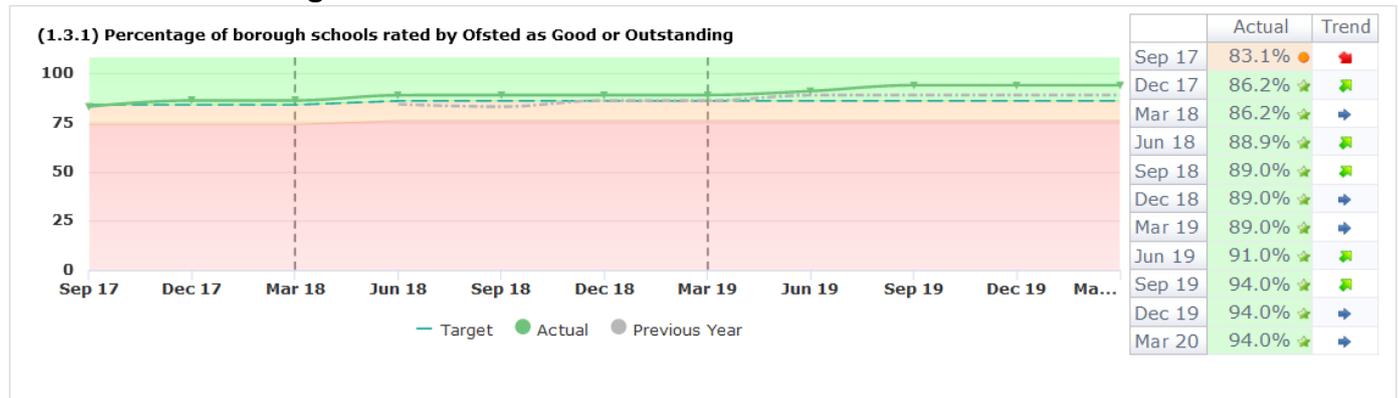


Q4 and End of Year Commentary

All families eligible for a review up to the second week of March 2020 were offered a review with the take-up comparable to the same season last year. Performance is expected to be significantly down in Q1 due to reduced service availability as a result of Covid-19 restrictions.

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School Ofsted ratings



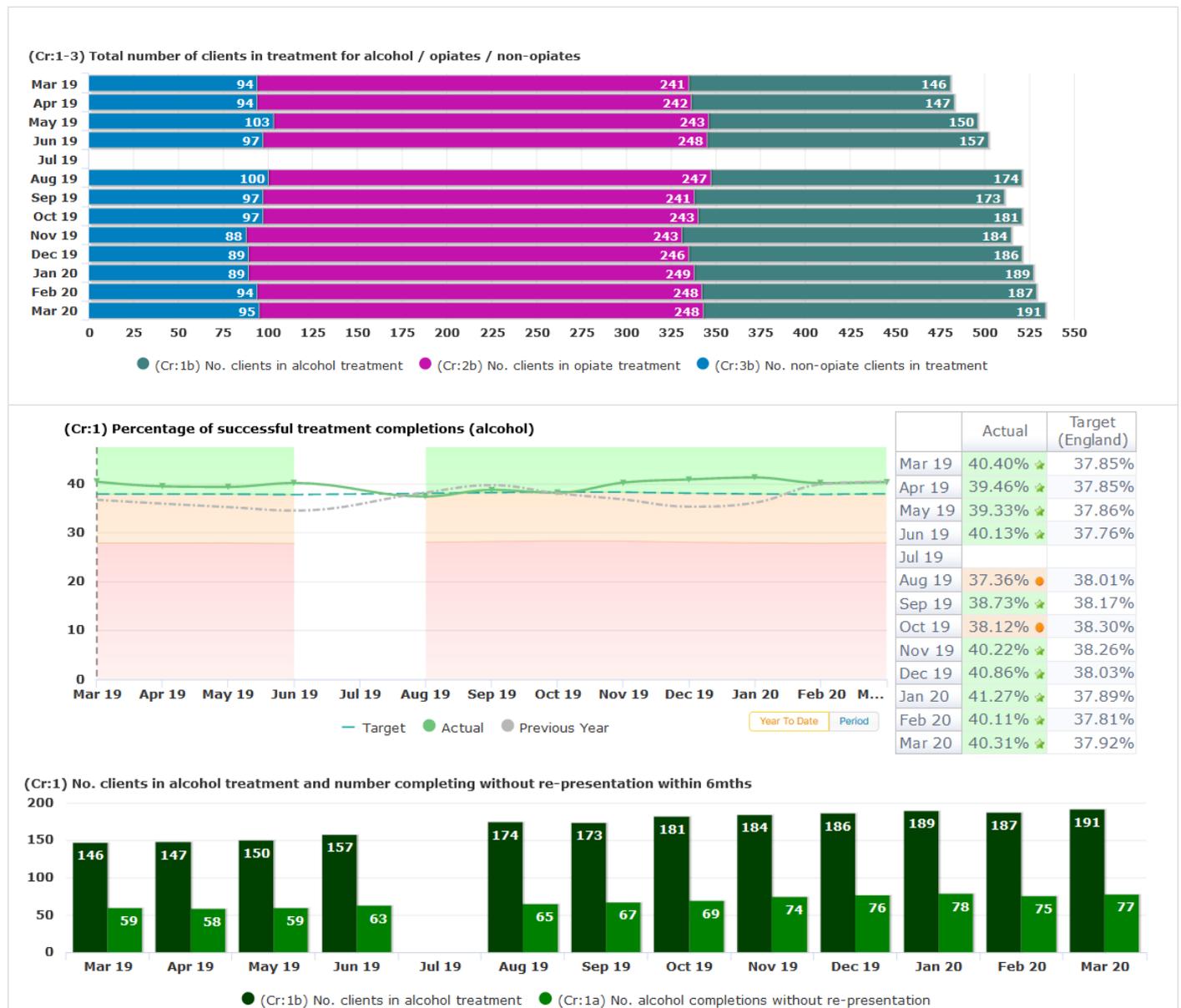
Q4 and End of Year Commentary

This high level of performance has been maintained with Q4 inspections being positive and with no schools considered inadequate. There will be no further inspections until the autumn so this indicator will not change until Q3 of 2020/21 at the earliest.

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4.4 Public Health

Substance misuse



Q4 and End of Year Commentary

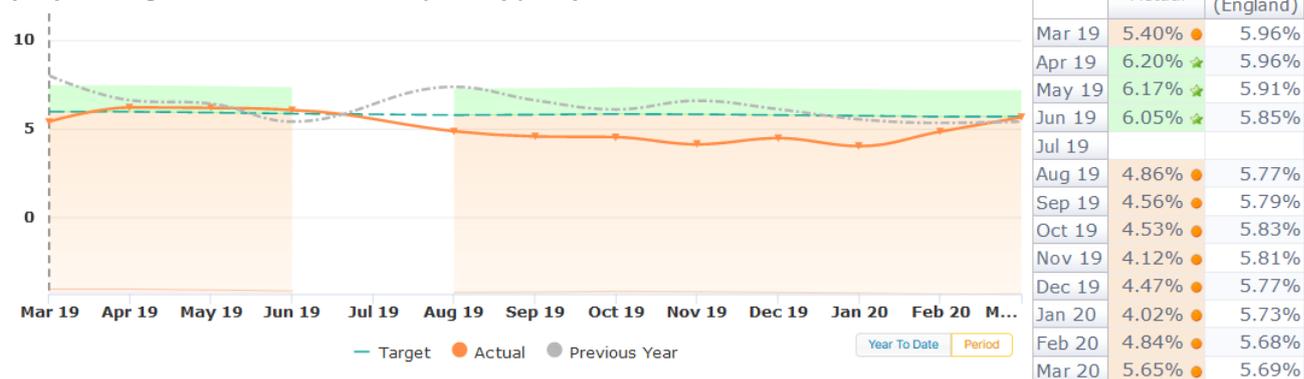
The definition of this measure is the number of alcohol users that left structured treatment successfully (free of alcohol dependence) who do not then re-present to treatment within six months expressed as a percentage of the total number of alcohol users in structured treatment. Local performance is tracked against the reported figure for England. The National Drug Treatment Monitoring Service (NDTMS) is closed during July, meaning that no data is reported for this month. The Resilience service is available to anyone over the age of 18 living in the borough who is experiencing problems with alcohol and/or drugs. The service can be accessed via self-referral or a referral from GPs or other professionals.

Across 2019/20 local performance has remained consistently above the England rate with the exception of August and October (though performance was within tolerance for these months). Local performance as at March 2020 (40.31%) was above the England rate (37.92%) by 2.39%

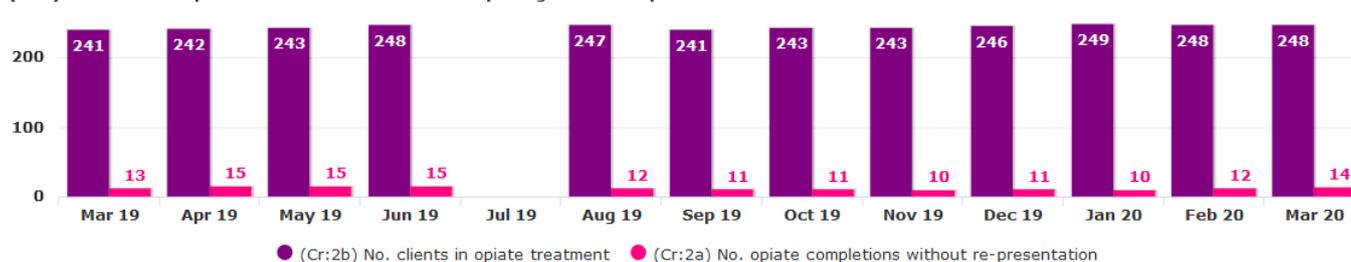
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and relates to 77 completions without re-presentation out of 191 clients in treatment. Generally, it tends to be lifestyle drugs like alcohol that people find easier to abstain from, and the growing market for non-alcoholic drinks may also be a contributing factor to successful treatment completions. It is a possibility that lockdown restrictions as a result of the Covid19 pandemic may impact trends going forwards as individuals use lockdown as an opportunity to abstain from alcohol or, conversely, make recourse to home-drinking as a coping mechanism. Trends will continue to be monitored and also to identify whether there are any changes in client-base demographics.

(Cr:2) Percentage of successful treatment completions (opiates)



(Cr:2) No. clients in opiate treatment and number completing without re-presentation within 6mths

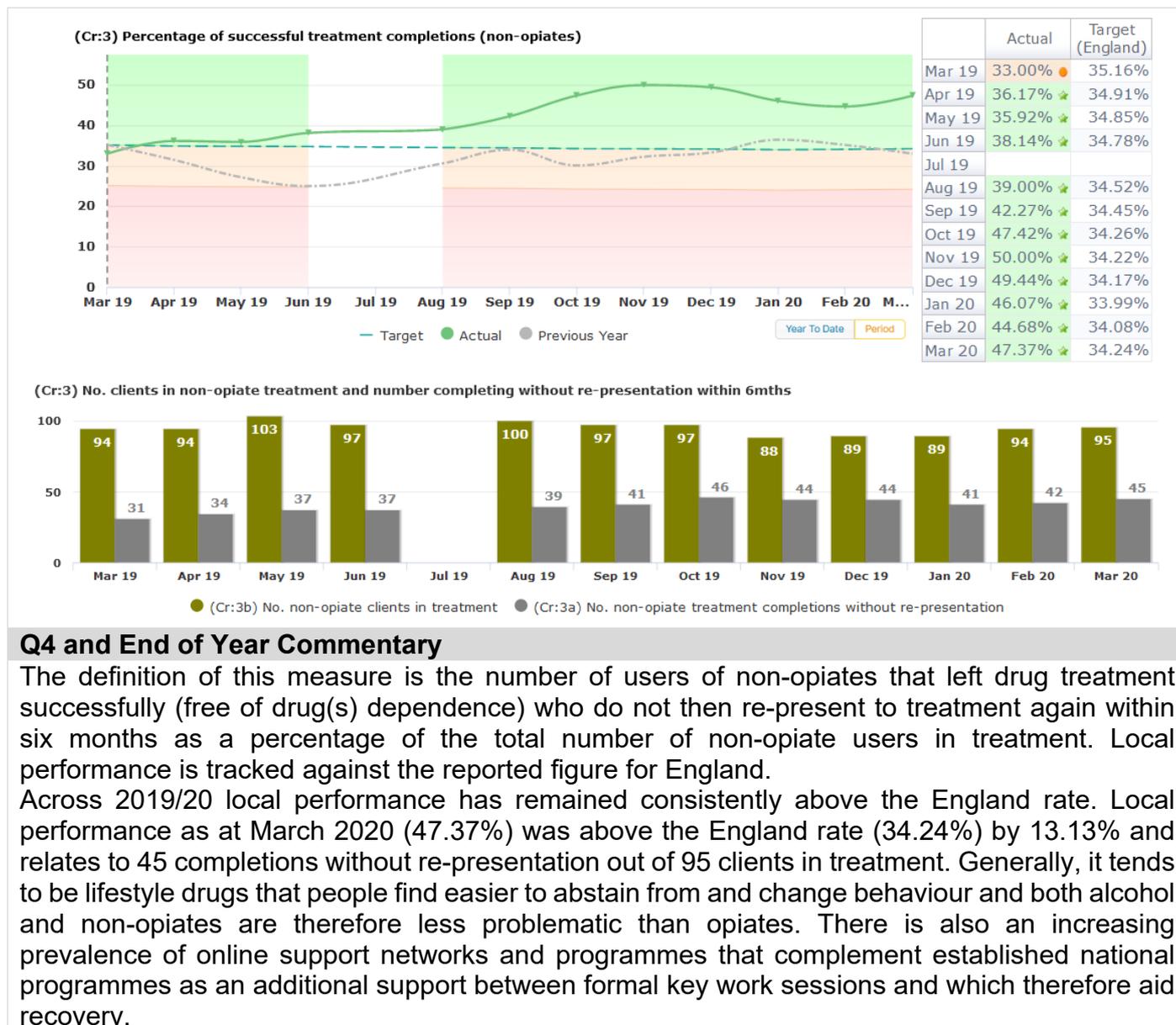


Q4 and End of Year Commentary

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 is tracked against the reported figure for England.

In Q1 of 2019/20 local performance was consistently above the England rate however declined from August to February. As at March 2020 (5.65%) local performance sits below the England rate (5.69%) by 0.04% and relates to 14 completions without re-presentation out of 248 clients in treatment. Service-provision has evolved through partnership working to reach more people on the streets. As part of a national programme, the Making Every Adult Matter (MEAM) Coordinator is now based within the Housing Service and the Drug & Alcohol Outreach Worker, who is based at Resilience, works jointly with the MEAM Coordinator, Community Wardens and Police Community Support Officers (PCSOs) to reach complex and chaotic clients. An Outreach Clinic has also been set up in Windsor for prescribing and is therefore reaching clients who wouldn't necessarily come across to Maidenhead. The natural consequence of this is that more people are coming into treatment; however, by extension, they present more complex needs with differing levels of motivation and ability to change their behaviour.

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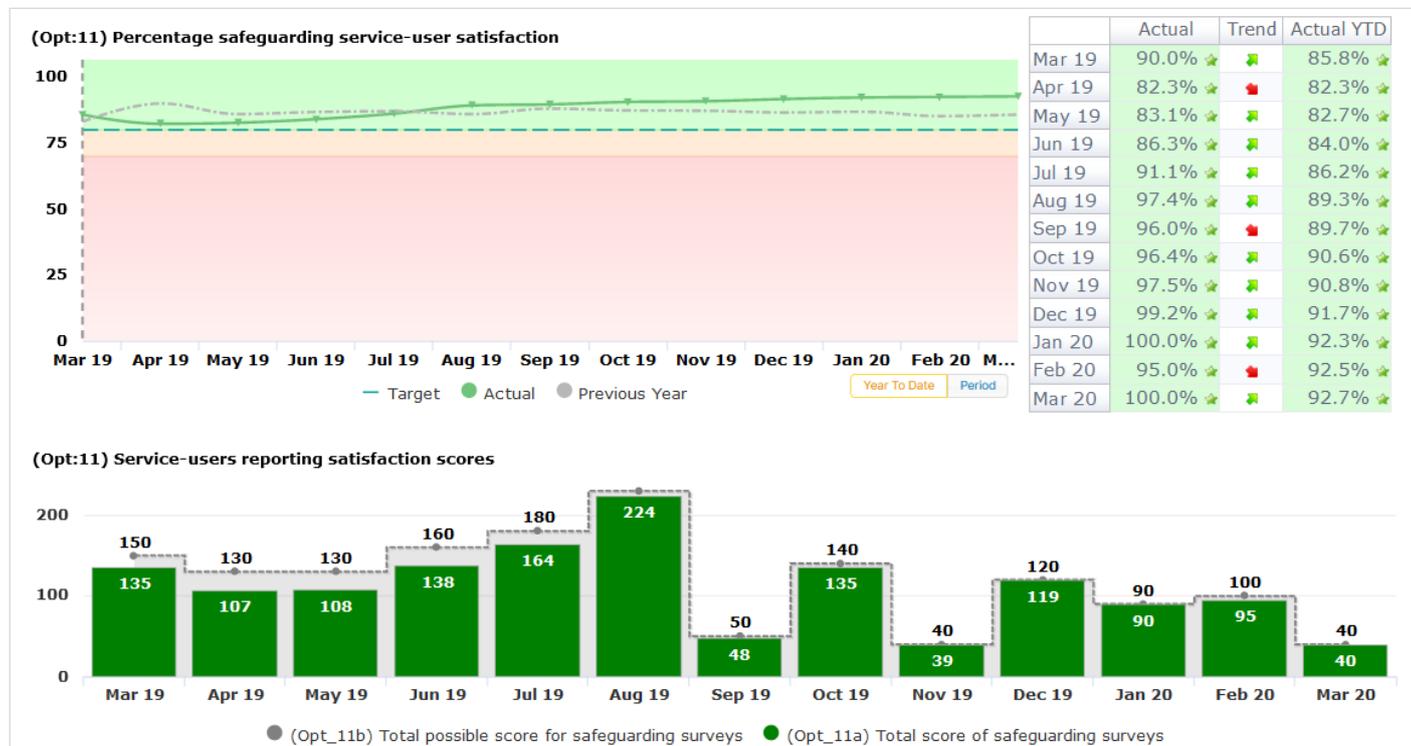


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5. Safe and vibrant communities: Detailed Trends and Commentary

5.1 Adults' Services

Adult safeguarding



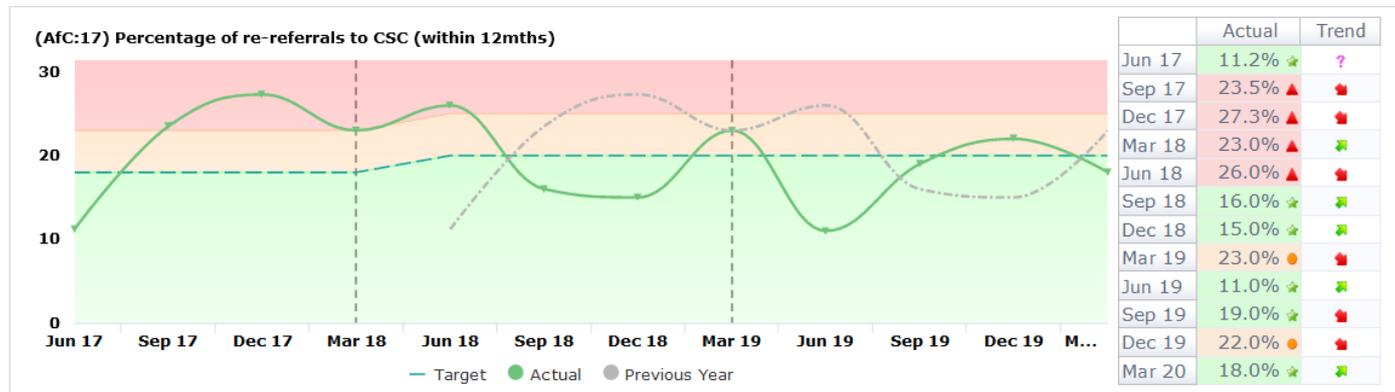
Q4 and End of Year Commentary

This measures the satisfaction of residents at the end of a safeguarding investigation and process. As at the close of Q4 2019/20, YTD performance stands at 92.7% (1307 / 1410), an increase of 6.9% when compared with Q4 2018/19 (85.8%, 1081/1260). The consistent performance above target (80%) is an encouraging indication that existing processes are sound.

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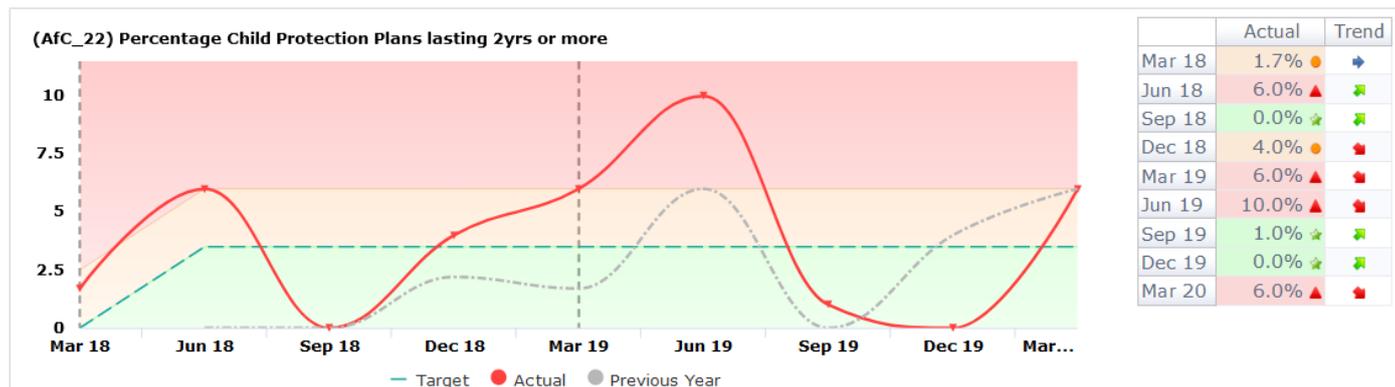
5.2 Children’s Services

Children’s social care



Q4 and End of Year Commentary

This indicator is volatile around the high end of the expected range of 10%-20% and performance represents a good balance in risk judgement. The Ofsted inspection in January found the Single Point of Access (SPA) to have an effective threshold and made appropriate decisions.

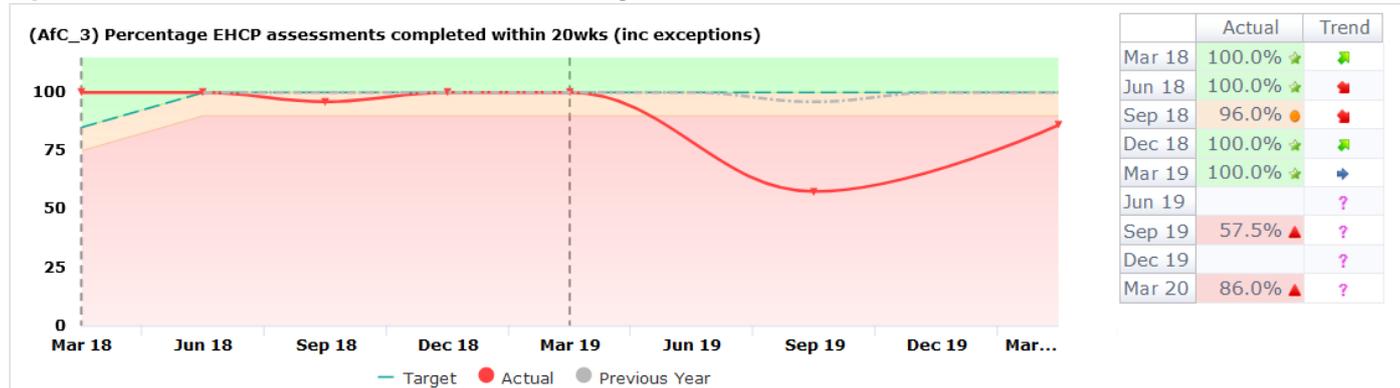


Q4 and End of Year Commentary

This measure is the number of children whose plan lasts more than 2 years at the point of closure in the period as a percentage of all the plans that have closed. It represents two children from one family where the decision to extend the plan beyond two years allowed the plan to subsequently close without taking the children into care. It is likely that there will be the occasional case where this is the best risk balanced approach for the child.

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Special Educational Needs and Disability



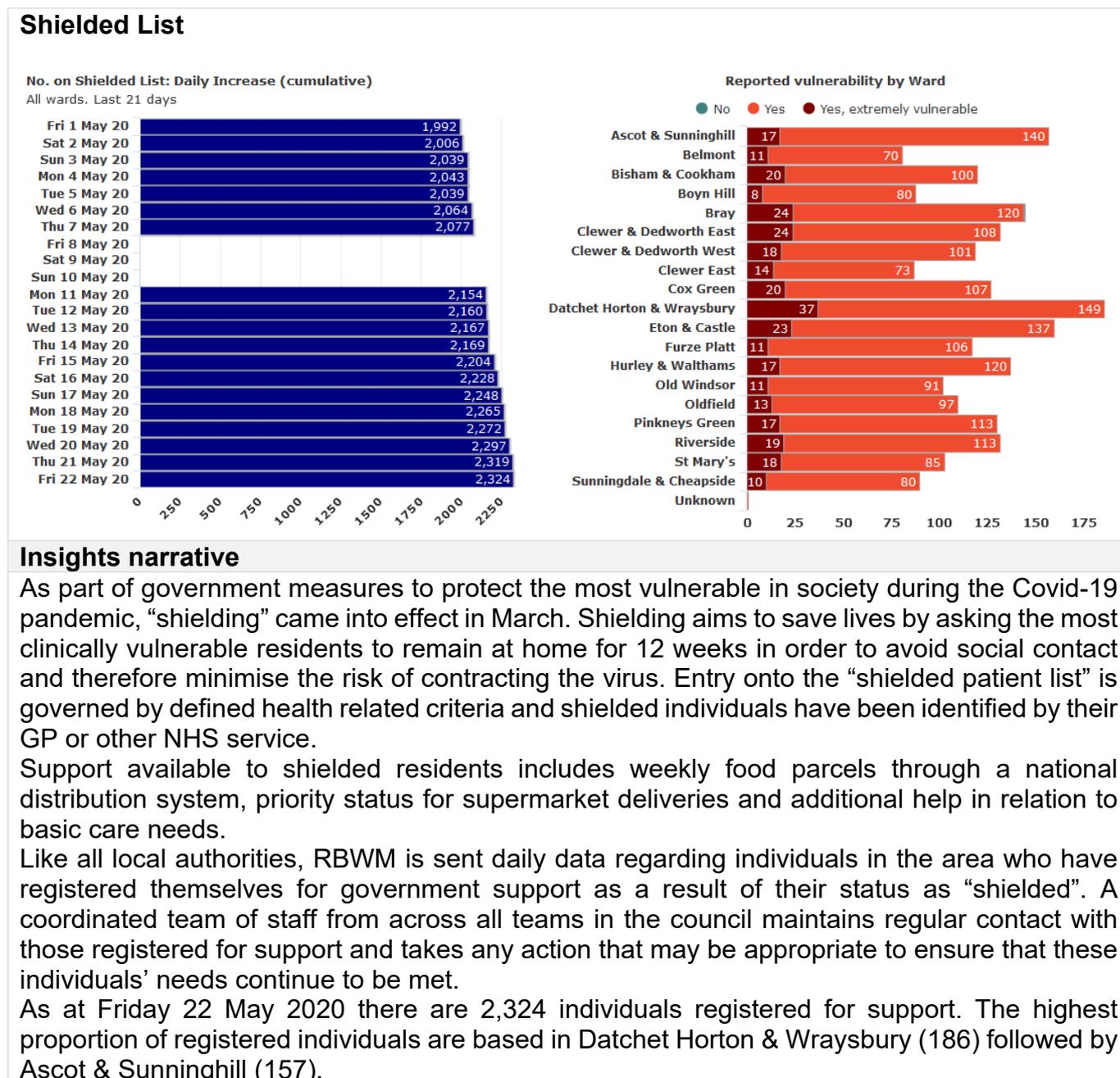
Q4 and End of Year Commentary

The service has been completely re-staffed from September following the resignation of all case coordinators. The revisit of the Area SEND services in October 2019 indicated sufficient progress was being made to improve the quality of services. The target of 100% is unrealistic with the revised expectations of co-production with families and young people and the 2020/21 target will be reset to 90% allowing for exceptions. The impact of Covid-19 will show this performance indicator lower for the early part of 2020/21 as few assessments have been able to happen during the lockdown phase of response.

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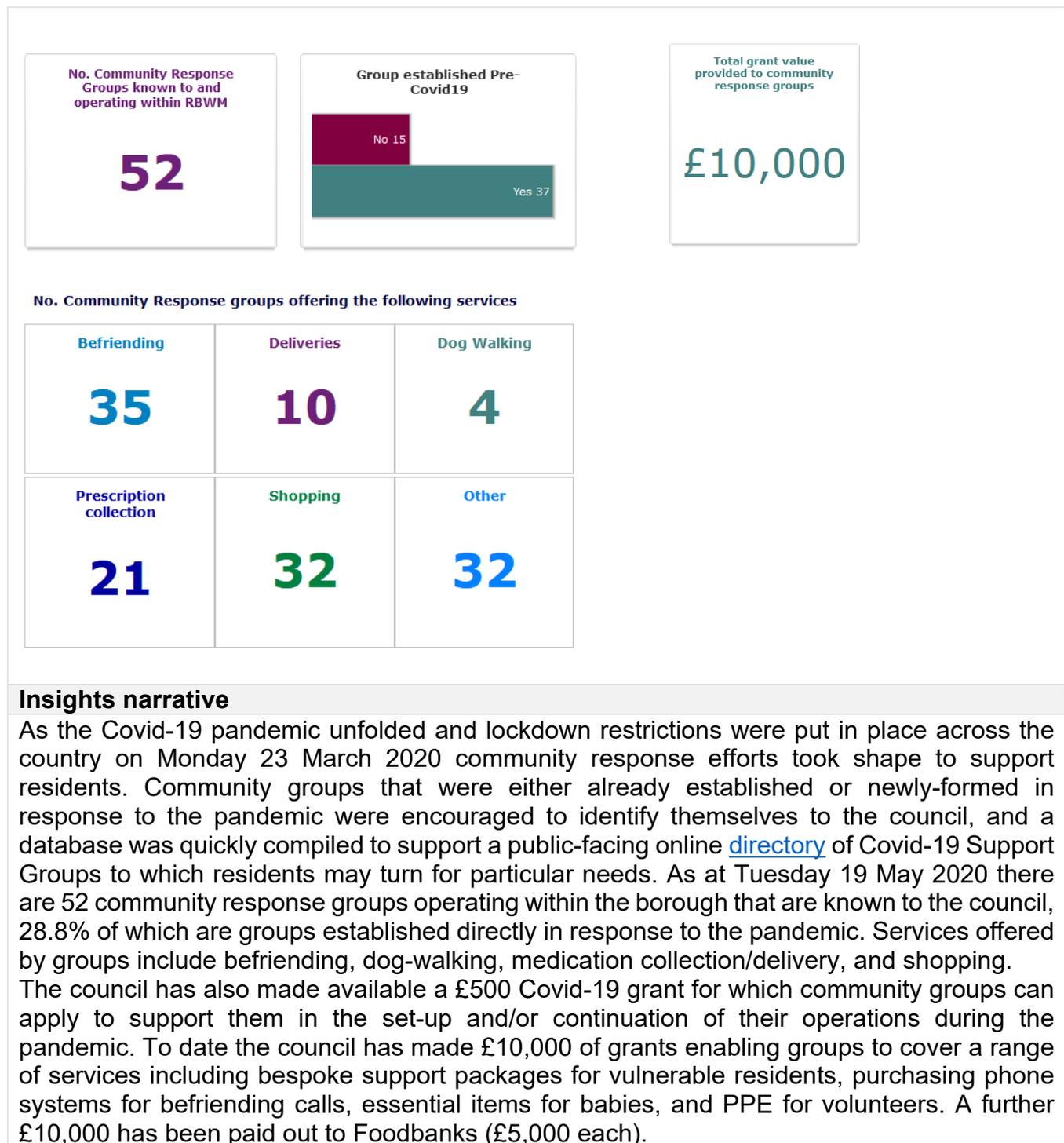
6. BUSINESS INTELLIGENCE: COVID-19 COMMUNITY RESPONSE

6.1 Shielded List



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6.2 Community Groups



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6.3 Volunteers



Insights narrative

The council has worked with WAM Get Involved and key local partners and organisations to coordinate and organise volunteers across the borough to deliver services to residents who may need help but who are not necessarily shielding. Individuals who may not already be attached to an existing community group but who wish to volunteer themselves are able to register themselves and the services they are able to offer.

As of Friday 15 May 2020 there are 670 volunteers covering a range of services across the borough, from making friendly phone calls to delivering/collecting supplies.