

Adults, Children and Health Overview and Scrutiny Panel

Q1 2020-21 Data and Performance Report

Date prepared: 1 July 2020

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**Adults, Children and Health Overview and Scrutiny Panel:
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1. Executive Summary

- 1.1 The Council Plan 2017-21 remained current up to the 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption, acknowledging that the Covid-19 pandemic has significantly altered the context in which the Council is currently operating and that resources are now focused in an entirely different way.
- 1.2 This report sets out Q1 performance for all measures relating to the Adults, Children and Health Overview and Scrutiny Panel's remit under the strategic framework that was current in Q1, and which had been suitably modified to reflect the changed climate during the Covid-19 pandemic.
- 1.3 As at 1 July 2020 performance of all measures related to the Panel's remit in Q1 can be broadly summarised as:

| Q1 RAG Status | No. | Measures |
|---------------------------------------|------------|---|
| Red (Needs improvement) | 3 | <ul style="list-style-type: none"> • Percentage of carers assessed or reviewed in the last 12mths • Percentage of children subject to a Child Protection Plan for 2+yrs on ceasing • Percentage of re-referrals to children's social care within 12mths |
| Amber (Near target) | 3 | <ul style="list-style-type: none"> • Percentage of long-term cases reviewed in the last 12mths • Percentage of rehabilitation clients still at home after 91 days • Percentage of care-leavers in education, training and employment (19-21yr olds) |
| Green (Succeeding or achieved) | 8 | <ul style="list-style-type: none"> • No. permanent admissions to care for those aged 65+yrs • Percentage safeguarding service user satisfaction • Percentage of borough schools rated by Ofsted as Good or Outstanding • Percentage of eligible children receiving a 6-8wk review within 8wks • Percentage of EHCP assessments completed within 20wks (including exceptions) • Percentage of successful treatment completions (alcohol) • Percentage of successful treatment completions (non-opiates) • Percentage of successful treatment completions (opiates) |
| Total | 14 | |

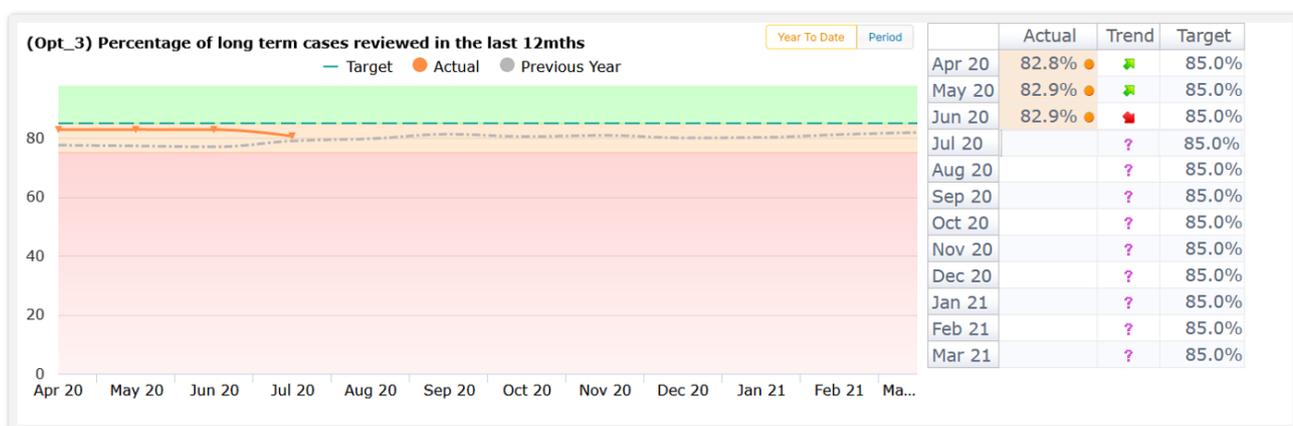
2. Key activities and milestones achieved

| Strategic Priority | Item | Q1 Achievements and key milestones |
|--|---|---|
| <p>Covid-19 response</p> | <p>Covid-19 community response</p> | <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 maintained regular contact with residents who were shielding and took any action that may be appropriate to ensure that these individuals' needs were met. This role has now been taken on by the Library and Residents service who continue to make contact with residents and to be a helpline to any vulnerable service users in the borough. Using community groups, either already established or newly formed, in response to the pandemic has helped to identify where we can help the vulnerable. 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 to for particular needs.</p> |
| | <p>Outbreak Control Plan Summary</p> | <p>The Outbreak Control Plan Summary was published to the RBWM website on 30 June 2020 in line with national instruction from the Department of Health and Social Care. The plan exists to guide our response to the ongoing Covid-19 pandemic, to put in place measures to identify and contain outbreaks and protect the public's health.</p> |
| <p>Healthy, skilled and independent residents</p> | <p>Ofsted inspection of Children's Services</p> | <p>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. It was acknowledged at the time that there is still work to do to further improve services for care leavers and children in our care, and a targeted action plan was provided to Ofsted in Q1.</p> |
| <p>Safe and vibrant communities</p> | <p>New safeguarding arrangements</p> | <p>Following implementation of the new safeguarding arrangements in September 2019, priorities for the partnership have been developed and actions are in place to take them forward.</p> |
| | <p>Children's Centres Consultation – Family Hubs</p> | <p>In June Cabinet agreed in principle to the early help model of Integrated Family Hubs, which would prioritise services for children, young people and families most in need. A second stage of public consultation was agreed to seek views on the proposed implementation of the Family Hub model at a local level. Based on this consultation the final model will be developed and brought back to Cabinet in October for the final decision.</p> |

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

3.1 Care package reviews



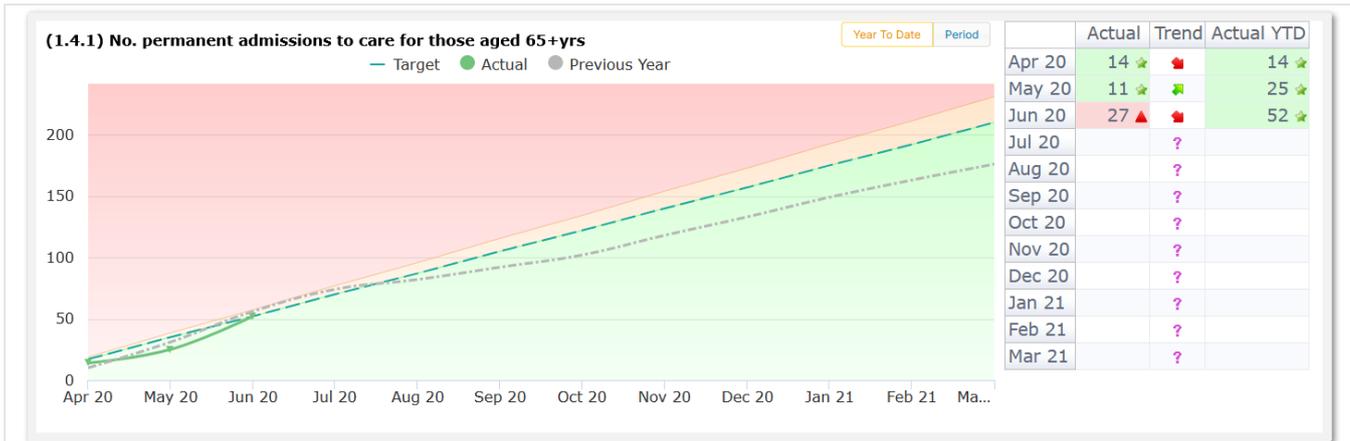
Q1 Commentary

The target and tolerance thresholds are unchanged from 2019/20.

Performance in this area remains below the target of 85% though within tolerance for the measure at 82.9% (819 / 988). Reviews are a key mechanism for ensuring that the care package in place for each resident is fit for purpose and meeting their needs. The volume of long-term care clients reviewed was at its lowest (980) in June 2020 due to resources being diverted to Covid response. Overall, however, there has been a consistent upward trend in performance since December 2019 (80.1%), 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).

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3.2 Permanent admissions to care



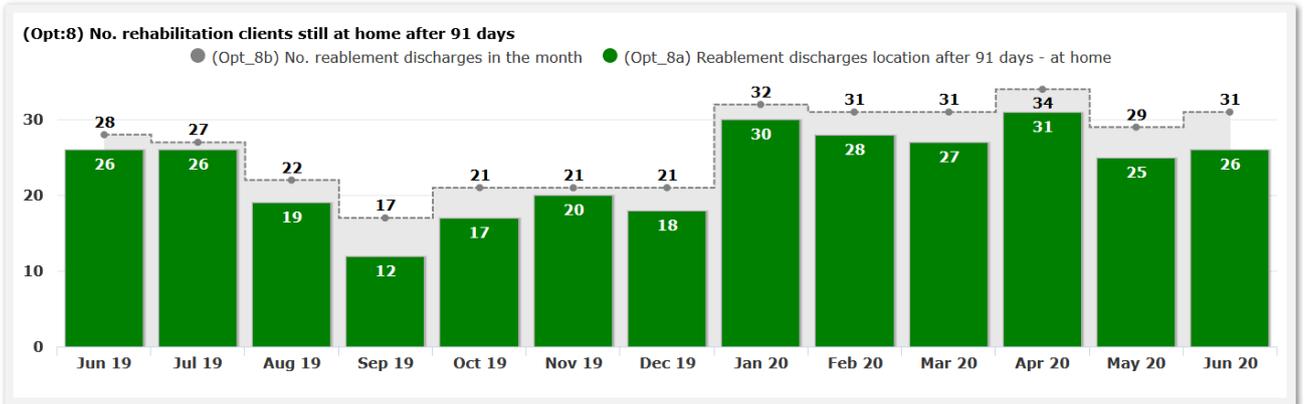
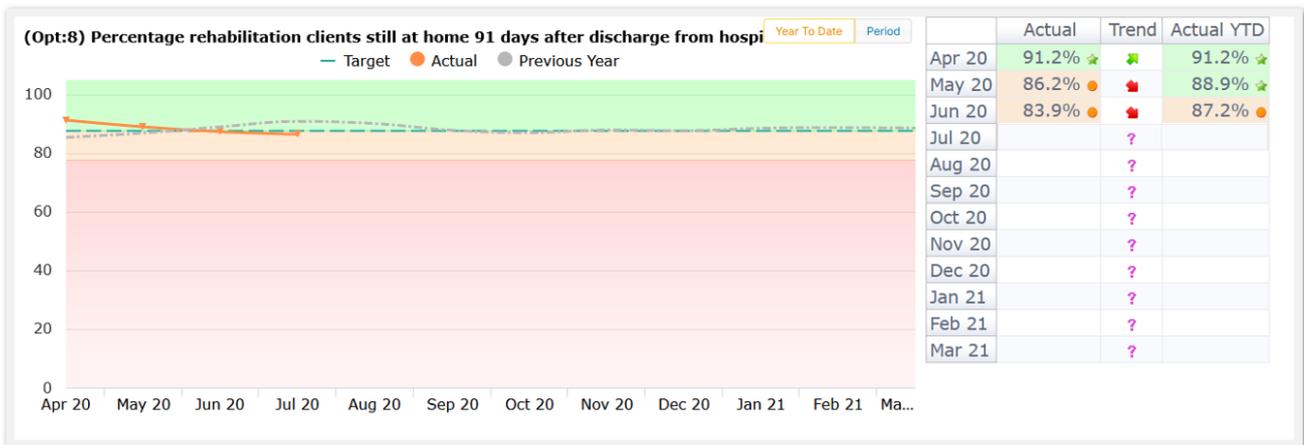
Q1 Commentary

The target and tolerance thresholds are unchanged from 2019/20.

The total volume of permanent admissions to care in Q1 is 52, fractionally lower than Q1 2019/20 (56). The highest volume of permanent admissions occurred in June (27). Overall, 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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3.3 Reablement

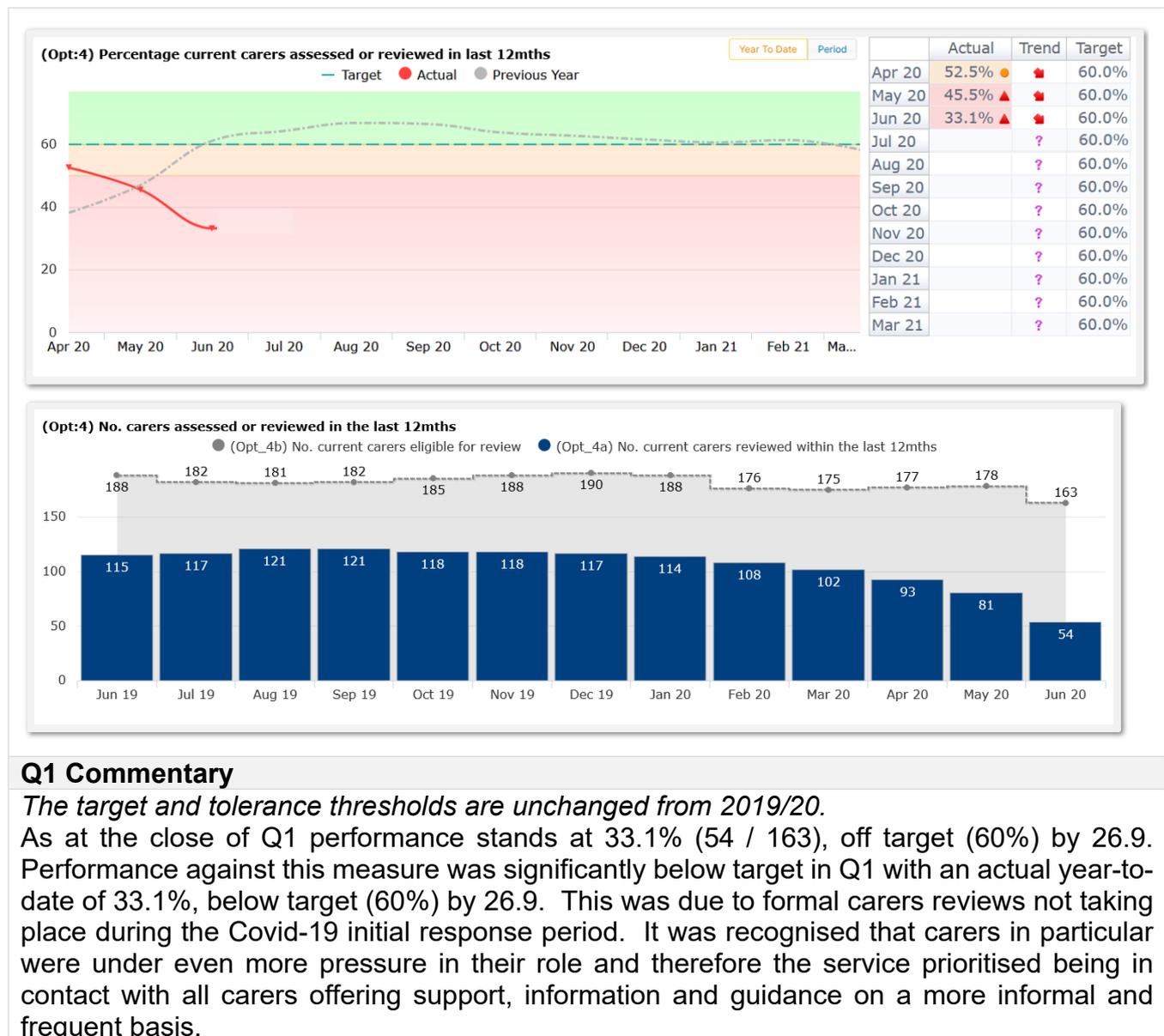


Q1 Commentary

The target and tolerance thresholds are unchanged from 2019/20.
 As at the close of Q1, YTD performance stands at 87.2% (82 / 94), short of target (87.5%) but within tolerance for this measure. 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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3.4 Carers' assessments



Q1 Commentary

The target and tolerance thresholds are unchanged from 2019/20. As at the close of Q1 performance stands at 33.1% (54 / 163), off target (60%) by 26.9. Performance against this measure was significantly below target in Q1 with an actual year-to-date of 33.1%, below target (60%) by 26.9. This was due to formal carers reviews not taking place during the Covid-19 initial response period. It was recognised that carers in particular were under even more pressure in their role and therefore the service prioritised being in contact with all carers offering support, information and guidance on a more informal and frequent basis.

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3.5 Care leavers



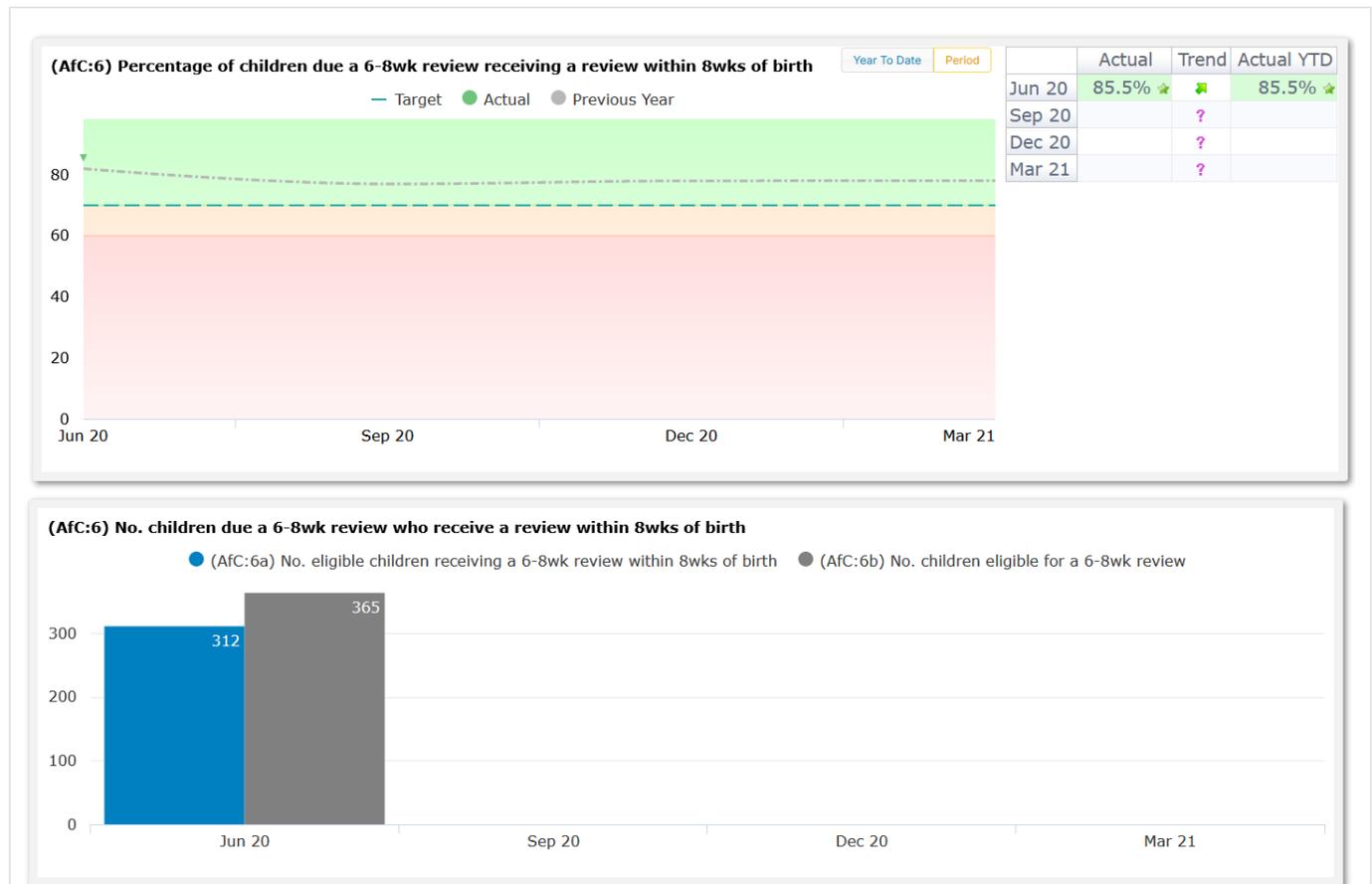
Q1 Commentary

The target and tolerance thresholds are unchanged from 2019/20.

As at the close of Q1 performance stands at 45.6% (26 / 57), off target (50%) but within the tolerance for the measure. A number of young people 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.

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3.6 Health visiting

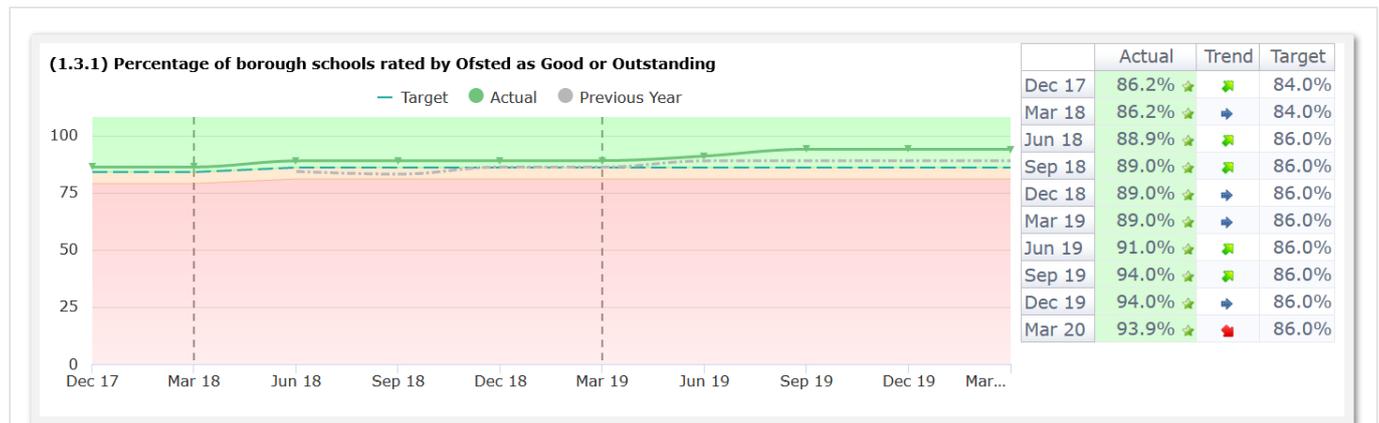


Q1 Commentary

The target and tolerance thresholds are unchanged from 2019/20.
 It was anticipated that performance of this measure would fall in Q1 due to reduced service-availability as a result of Covid-19 restrictions. This has not proved to be the case and Q1 performance stands at 85.5% (312 / 365) against the target of 70%.

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3.7 School Ofsted ratings

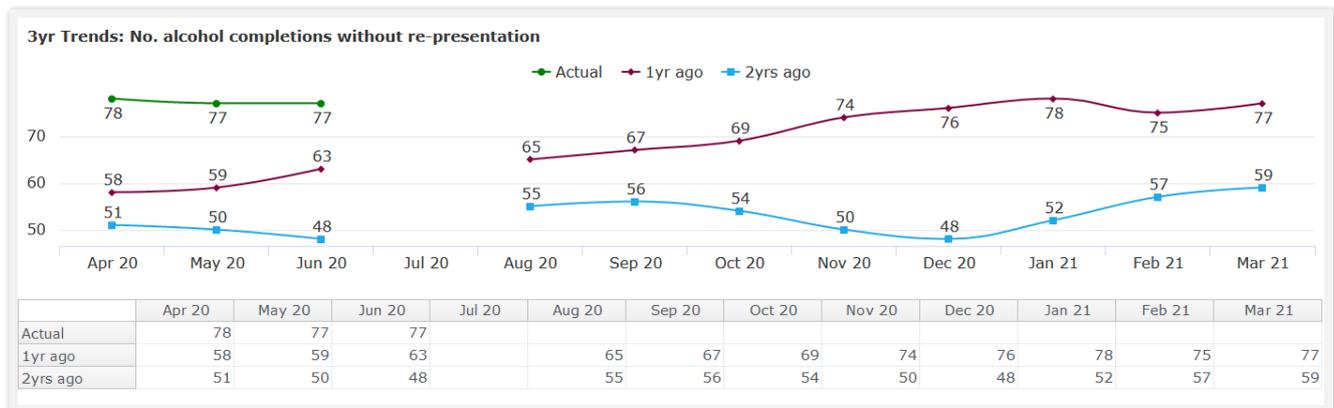
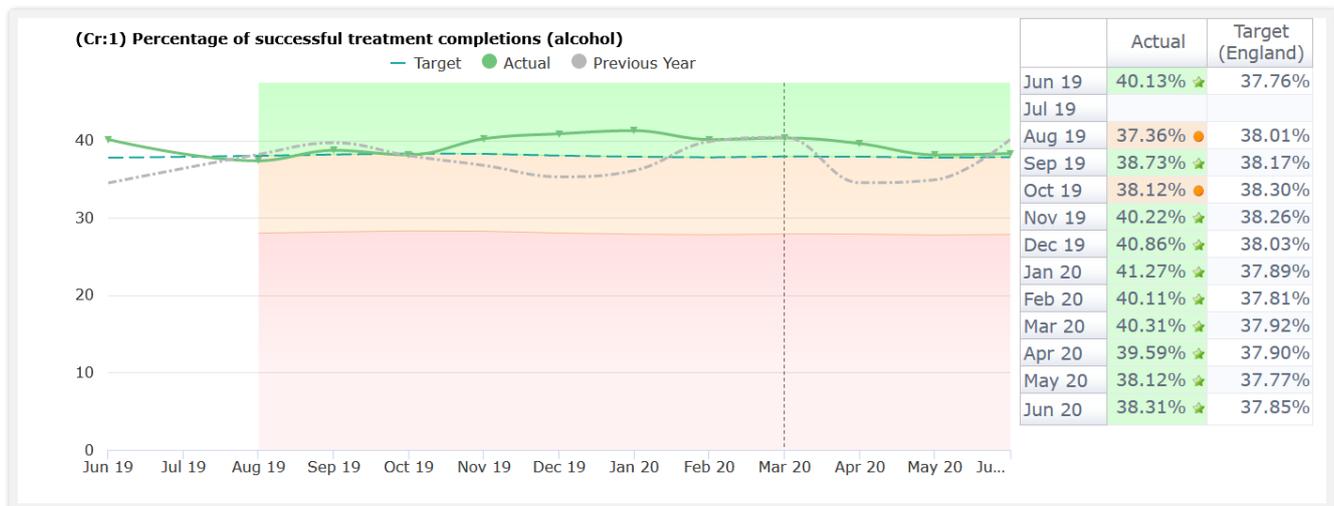


Q1 Commentary

Inspections in Q4 were positive and no schools were considered inadequate. There will be no inspections until the autumn so this indicator will not change until Q3 of 2020/21 at the earliest. Based on recent performance the target has been increased to 90% for 2020/21 from 86% in 2019/20 and the tolerance thresholds narrowed to a permissible variance of 5 from the target (previously a permissible variance of 10 from target).

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3.8 Substance misuse: Alcohol



Q1 Commentary

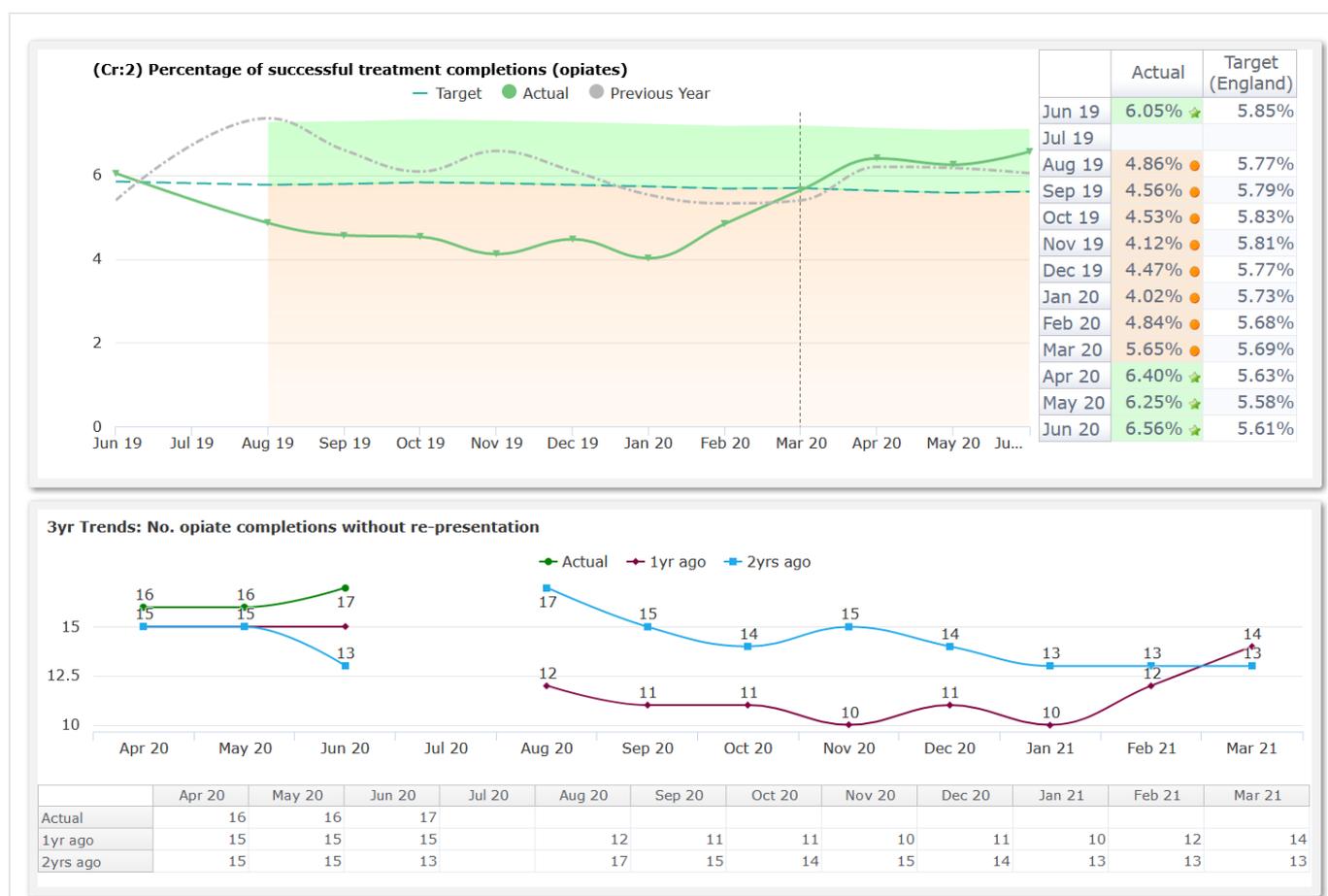
The definition of this measure is the number of alcohol users that left structured treatment successfully (free of alcohol dependence) who do not then re-present to treatment within six months expressed as a percentage of the total number of alcohol users in structured treatment. Local performance is 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.

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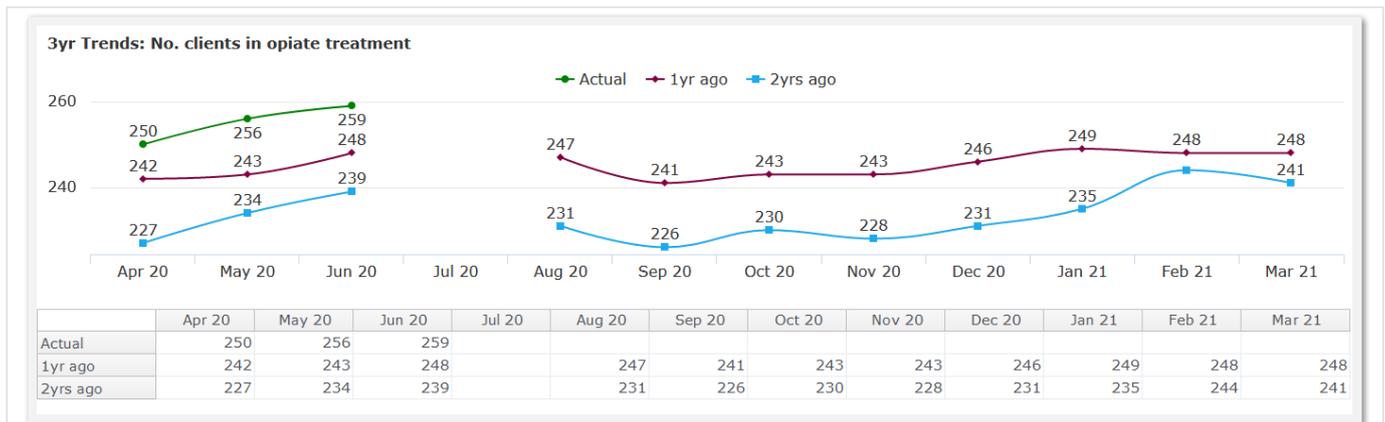
At the end of Q1 local performance has remained above the England target (37.85%) at 38.31%. This relates to 77 completions without re-presentation out of 201 clients in treatment. Generally, it tends to be lifestyle drugs like alcohol that people find easier to abstain from, and the growing market for non-alcoholic drinks may also be a contributing factor to successful treatment completions.

It was acknowledged in the Q4 performance report 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. Whilst the number of clients in alcohol treatment has increased in Q1 compared to previous years, it is considered too early to draw firm conclusions at this point and trends will continue to be monitored for an emerging evidence-base.

3.9 Substance misuse: Opiates



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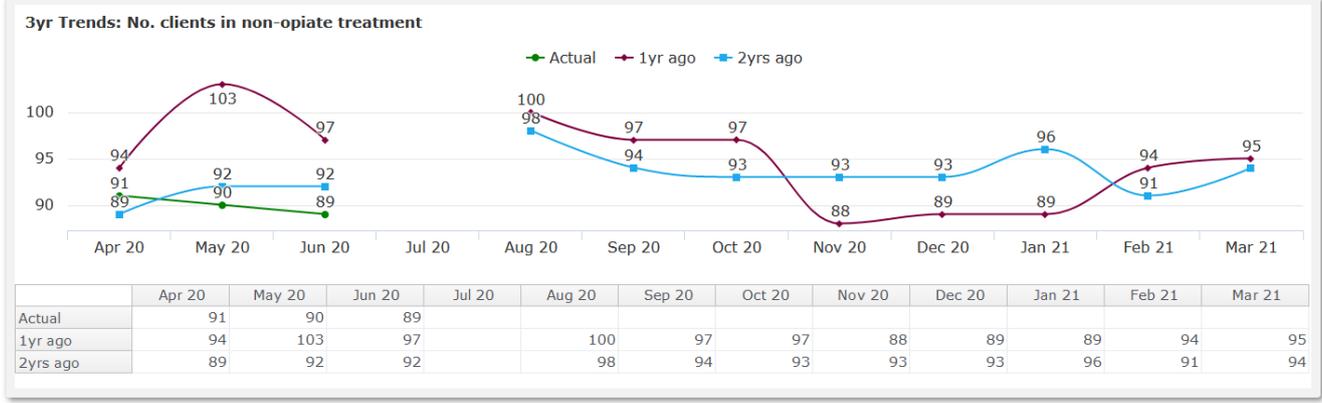
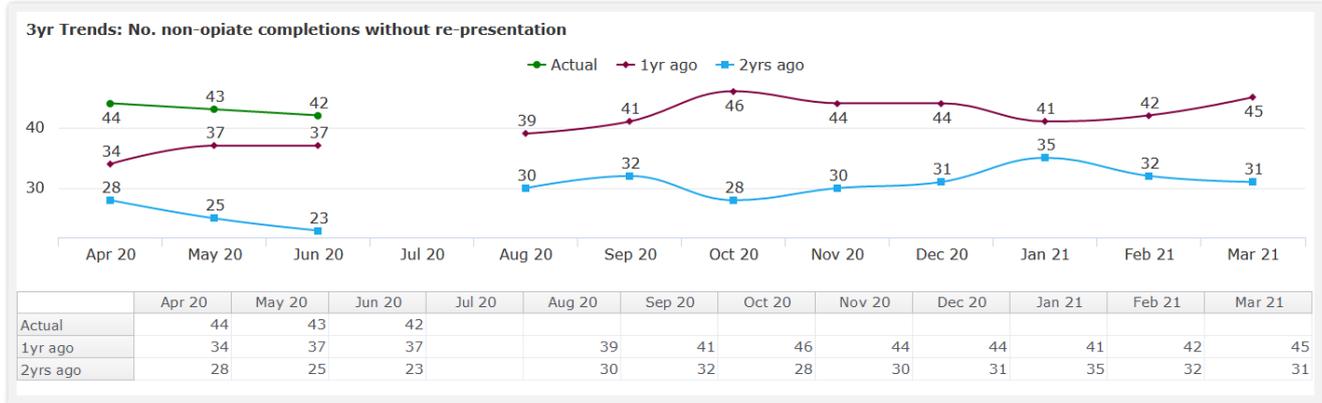
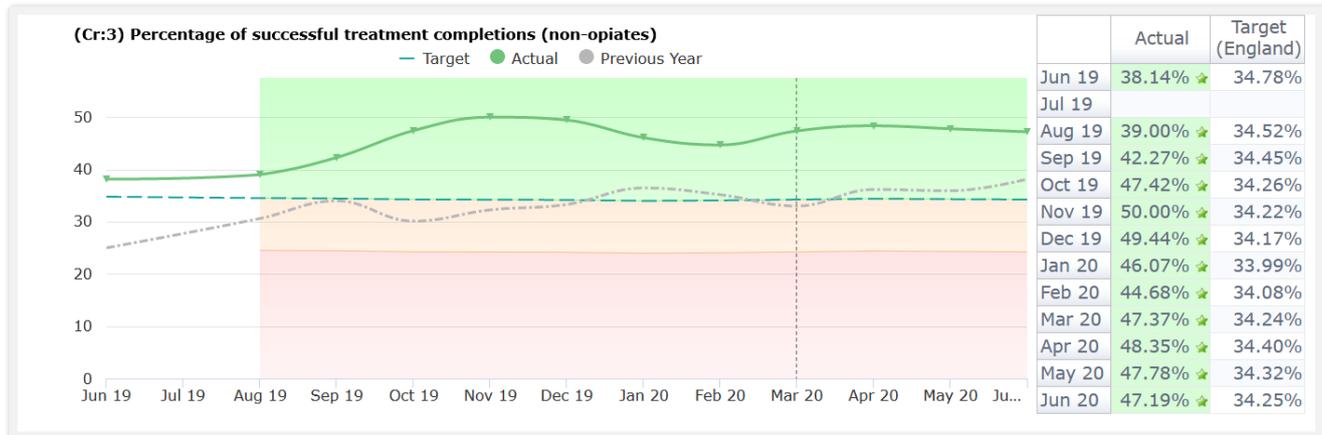
Q1 Commentary

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 is tracked against the reported figure for England.

At the close of Q1, local performance stands at 6.56%, which relates to 17 completions without re-presentation out of 259 clients in treatment. June performance is the highest point reached for this measure. This is possibly due to the changes in service-provision implemented as a consequence of Covid-19 and associated lockdown restrictions. Psychosocial interventions have been moved to online platforms and attendance and commitment has improved. It is considered too early to draw firm conclusions at this point as to whether this trend will continue, and data will continue to be monitored.

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3.10 Substance misuse: Non-opiates



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 is tracked against the reported figure for England.

Performance for this indicator has remained consistently high, at the close of Q1 47.19% of treatment completions were successful for non-opiates, against the England target of 34.25%. This related to 42 completions without re-presentation out of 89 clients in treatment. Generally, it tends to be lifestyle drugs that people find easier to abstain from and change behaviour and both alcohol and non-opiates are therefore less problematic than opiates. There is also an increasing prevalence of online support networks and programmes that complement established national programmes as an additional support between formal key work sessions

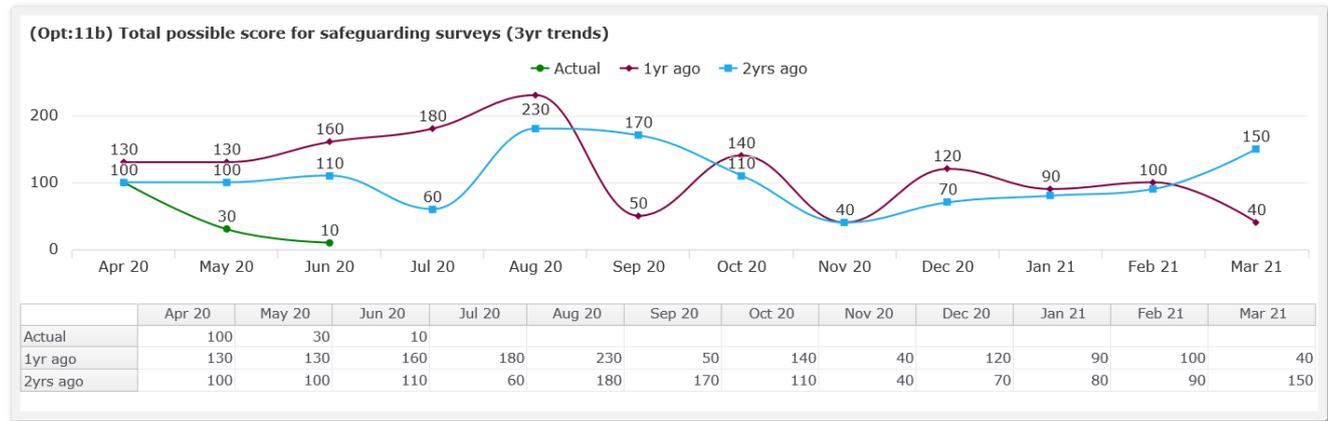
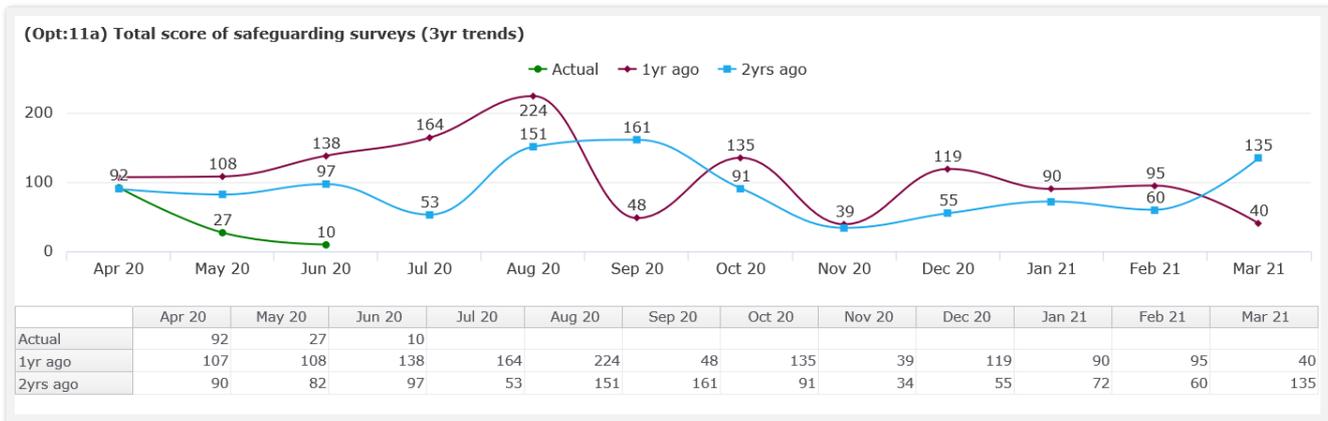
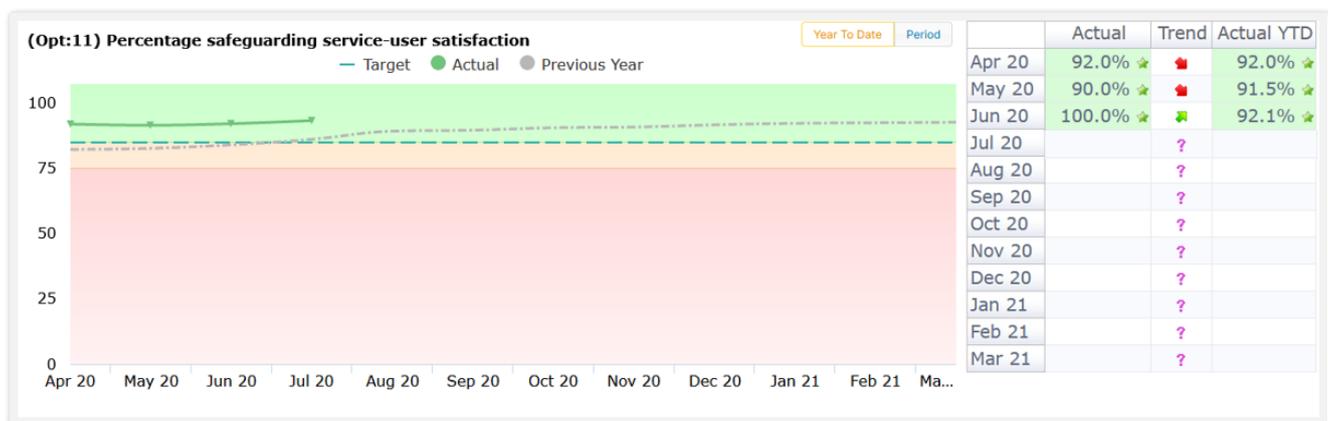
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and which therefore aid recovery. As a result of Covid-19 and associated lockdown restrictions, clients have been directed to more online self-support services, and this may account for the decrease in the volume of clients in treatment. It is acknowledged however that, for some, the lockdown restrictions may have afforded opportunity to embrace positive abstinent behaviour. It is considered too early to draw firm conclusions at this point as to whether current performance trends will continue, and data will continue to be monitored.

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4. Safe and vibrant communities: Detailed Trends and Commentary

4.1 Adult safeguarding



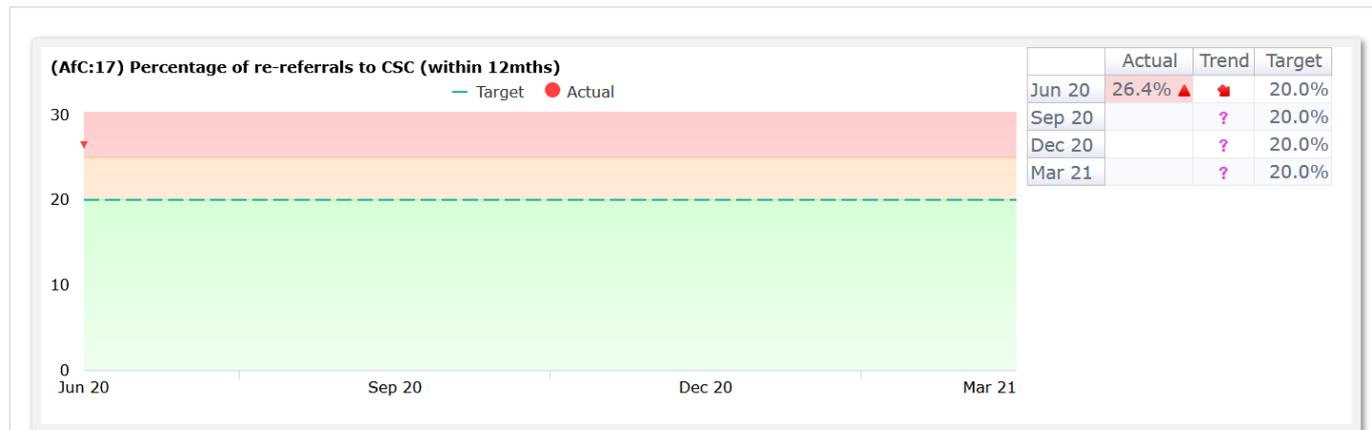
Q1 Commentary

The target has been increased to 85% in 2020/21 from 80%.

This measures the satisfaction of residents at the end of a safeguarding investigation and process. In Q1 the YTD performance stands at 92.1% (129 / 140), an increase of 8.1 when compared with Q1 2019/20 (84%, 353 / 420). The consistently high performance of this measure against the 2019/20 target of 80% has led to the target being raised in 2020/21 to 85%. High performance is an encouraging indication that existing processes are sound.

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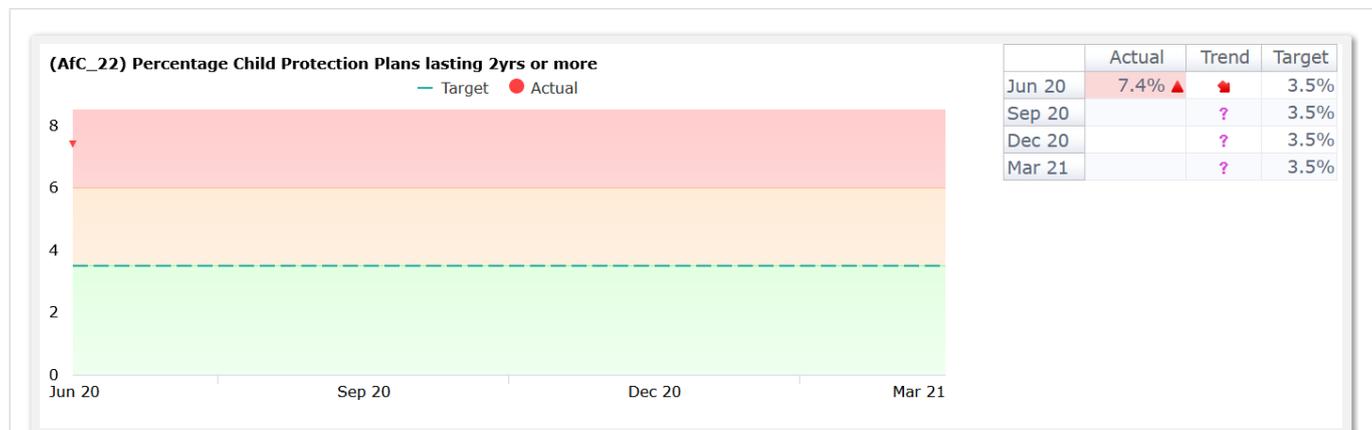
4.2 Children’s social care



Q1 Commentary

The target and tolerance thresholds are unchanged from 2019/20.

The percentage of re-referrals to Children’s Social Care (CSC) is a consistently changing indicator in which peaks and troughs are seen on a monthly basis. Historically there has been an increase often towards the end of academic terms. At the end of Q1 this measure was at 26.4% (38/144), off target (20%) by 6.4. There is a likely link to the Covid-19 pandemic and associated partner anxiety due to schools shutting down and the reduction in face-to-face services for non-statutory services. Service Managers scrutinise all cases of children who are re-referred at monthly performance boards. This provides reassurance that we are confident about thresholds and enables learning on an individual case basis to be shared.



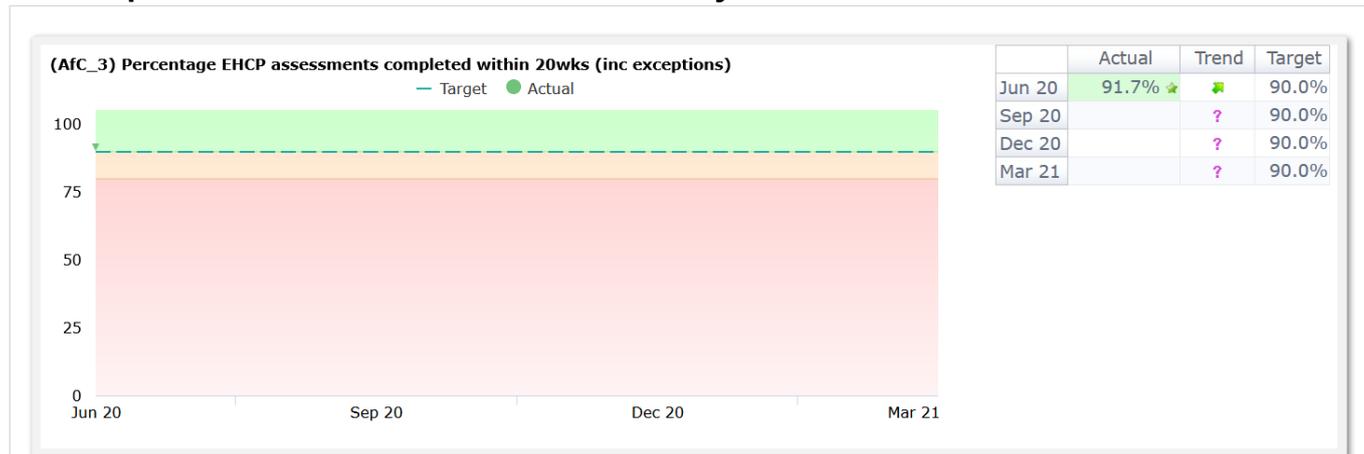
Q1 Commentary

The target and tolerance thresholds are unchanged from 2019/20.

As at the close of Q1 performance stands at 7.4% (2 / 27), off target (3.5%) by 3.9. The service has reviewed and relaunched the approved escalation process. Children subject to a Child Protection Plan for 18+ months are regularly scrutinized by senior managers via the Windows into practice Panel. Working in partnership with social care teams to identify viable contingency plans. Family network meetings to be put in place to prevent plans drifting going forward.

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4.3 Special Educational Needs and Disability



Q1 Commentary

As acknowledged in the Q4 performance report, the service was 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 2019/20 target of 100% was considered unrealistic with the revised expectations of co-production with families and young people and the 2020/21 target has therefore been updated to 90% to allow for exceptions. Whilst it was anticipated that performance would fall in Q1 as a result of service pressures impacted by the Covid-19 pandemic, performance for Q1 stands at 91.7% (33/36), above target (90%) by 1.7.