

Adults, Children and Health Overview and Scrutiny Panel

2020-21 End of Year Data & Performance Report

April 2020 – March 2021

Contents

1. Executive Summary	2
2. Interim Council Strategy: Delivery of priorities	3
3. Service Performance Summary Report (YTD)	7
4. Adults' Services	8
4.1. Care package reviews.....	8
4.2. Permanent admissions to care	9
4.3. Reablement.....	10
4.4. Carers' assessments.....	11
4.5. Adults' safeguarding	12
5. Children's services	13
5.1. Care leavers.....	13
5.2. Health visiting	14
5.3. School Ofsted ratings	15
5.4. Children's social care	16
5.5. Special Educational Needs and Disability.....	18
6. Public Health	19
6.1. Substance misuse: Alcohol	19
6.2. Substance misuse: Opiates.....	20
6.3. Substance misuse: Non-opiates.....	21

1. Executive Summary

- 1.1 The Council Plan 2017-21 remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic has significantly altered the context in which the council is currently operating.
- 1.2 In the interests of good governance and transparency, the Interim Council Strategy gives clarity to the three revised priorities to which the council is responding, acknowledging that any instances where previous objectives can still be delivered without affecting delivery of interim objectives is a good thing and will be supported. The three revised priorities for 2020/21 are:
 - **Covid-19 objectives:** focusing on the immediate response, long-term recovery, and new service requirements.
 - **Interim Focus Objectives 2020-21:** focusing on revised service operating plans, development of the Transformation Strategy, Climate Strategy, Governance, and People Plan.
 - **Revised Medium Term Financial Strategy:** focusing on the impact of Covid-19, economic downturn, and government policy.
- 1.3 With the introduction of the Interim Council Strategy, performance reports for 2020/21 have necessarily been refocused to respond to this strategy as fulsomely as possible at the current time. This report is therefore structured to provide insight into the three priorities and how they are progressing (section 2).
- 1.4 Performance of measures previously reported to the Adults, Children and Health Overview and Scrutiny Panel are also included (section 3) on the basis that these measures provide some insights into service delivery (priority 2). These measures are grouped in this report by the lead service.

2. Interim Council Strategy: Delivery of priorities

2.1 This section provides a brief overview of key activities and milestones achieved by the council in 2020/21.

PRIORITY:	COVID-19 OBJECTIVES
Item	Achievements and key milestones
<p>Response (immediate)</p>	<p>Community response and Clinically Extremely Vulnerable (CEV) Residents: Official shielding was lifted for more than 8,000 residents – some 6% of the population – in April 2021. This brought to an end an innovative community partnership protecting our CEV residents from Covid-19. From the outset of the first lockdown in March 2020 a coordinated team of staff, drawn from all services in the council, maintained regular contact with residents who were shielding and took any appropriate action to ensure that these individuals’ needs were met.</p> <p>A public-facing online directory of Covid-19 Support Groups was quickly developed to direct residents to community-based support options for particular needs, and a series of financial grants were provided to community groups for their ongoing projects of collecting prescriptions, running shopping services and befriending schemes. A new, flexible digital telephony solution was set up from April 2020 to support redeployed staff’s long-term contact with CEV residents and over 20,000 calls were made. A new database (Lyon) was developed to manage interactions with CEV residents and anyone seeking help and support in the community. Lyon also enabled registration of individuals wishing to volunteer their time to the community effort and enabled the council to make required data returns to central government.</p> <p>Local community hubs of public sector partners (including GPs and social prescribers), faith groups, charities, businesses, Elected Members, and local neighbours were established and worked in unison to support local need. We gave these local hubs practical and financial help to get up and running, and the power to make decisions themselves as they were better suited to know exactly what their communities needed. In total, the support covered 374 days and was delivered by more than 150 council staff, backed up by more than 1,000 volunteers, 150 community information champions and 70 community groups.</p> <p>The Winter Support scheme provided £45,000 to seven local groups to support vulnerable families and individuals through the worst of the cold weather. A further £230,000 was distributed through food vouchers to families registered for free school meals to cover Christmas, winter half-term and Easter holiday times. These vouchers supported 2,037 unique children in the borough.</p>
<p>Response (immediate)</p>	<p>Outbreak Control Plan and Local Outbreak Engagement Board: The Outbreak Control Plan Summary was published on the RBWM website on 30 June 2020 in line with national instruction from the Department of Health and Social Care. The plan was produced in collaboration with the NHS and Public Health to guide our response to the ongoing Covid-19 pandemic, to put in place measures to identify and contain outbreaks and to protect the public’s health. The first public meeting of the Local Outbreak Engagement Board was held on 18 January 2021. The Engagement Board convenes monthly and is a subgroup of the Health</p>

	and Wellbeing Board, established to provide public-facing engagement and communication for outbreak response.
Response (immediate)	Community Influencers and Community Information Champions: In October 2020 a new “community influencers” group was established with representatives from across various RBWM departments, including Achieving for Children, Libraries and Environmental Health. The group’s aim is to communicate key Covid-19 messages to the wider community, whilst targeting messaging to specific demographic groups based on analysis of key data-sets. The group launched its “Community Information Champion” scheme in November 2020, through which members of the community can volunteer themselves to receive regular information from the council regarding Covid-19 and then share this information with their family, friends and other contacts. This approach ensures greater transmission of key Covid-19 messages across the community where other council communication methods may not have reached. Champions can also feedback to the council any questions or requests for clarity from the community. This two-way relationship helps the council to refine its Covid-19 messages and to also dispel any myths that may be circulating regarding the virus. To date, a network of 150 Champions has been established.
Recovery (long-term)	The council has worked in partnership with organisations across the Thames Valley to develop a recovery framework across the region. A set of actions for Berkshire is being developed to enable sharing of best practice and coordination of activity where it is most appropriately undertaken at a county-level. RBWM Recovery Strategy: On 24 September 2020 Cabinet approved the RBWM Recovery Strategy (targeted at borough-level) to move into delivery phase. The strategy sets out the council’s approach to supporting residents and businesses, empowering communities to thrive and building lasting partnerships with businesses
Recovery (long-term)	Local Contact Tracing Service: The council set up a local contact tracing service which started operating in November 2020 to complement the national NHS Test and Trace service. Operating 7 days a week, the service reaches out to residents who have tested positive for Covid-19 but who have not been successfully contacted by the national NHS Test and Trace system. The purpose of LCT is to ensure they get in touch with as many positive cases as possible, to aid them in their isolation and in order to obtain details of their contacts and specific high-risk locations that they visited, therefore potentially reducing further transmission within the community and the spread of covid-19. As of the end of March 2021 there were 847 cases in total which had been contacted by the LCT team, which amounted to 1,290 calls.
Recovery (long-term)	Lateral flow tests: From 8 February 2021 rapid Covid-19 test centres opened in Braywick Leisure Centre and Windsor Leisure Centre, offering 30-minute lateral flow tests (LFDTs) initially to people working in public-facing roles who do not have Covid-19 symptoms. The purpose of the tests is to identify asymptomatic carriers of the virus. In the first week of operation 1,210 people were tested across both sites. Following an announcement by the Prime Minister in April 2021, anyone is now able access the LFDT at the centres, or to pick up a home-testing kit or get a rapid Covid-19 test at Braywick or Windsor Leisure Centre as

	<p>lockdown restrictions are eased. A mobile unit now provides for the public to collect home-testing kits is also operating from the Ascot Racecourse carpark on Mondays and Wednesdays, 8-12pm. The arrangements for the LFDT centres at Braywick and Windsor Leisure Centres is provisionally set until 30th June, however this is kept under review as progress along the government Roadmap is tracked and restrictions are eased. It is expected that home testing kits will continue to be available after this date, but the details of the arrangements for the various strands of community-based testing are continuing to evolve.</p>
--	---

PRIORITY:	INTERIM FOCUS OBJECTIVES 2020-21
Item	Achievements and key milestones
<p>Revised Service Operating Plans</p>	<p>As part of the organisational recovery strategy, service-level step-up plans were implemented, as were changes to existing operating models to allow services to continue in a socially-distanced and safe way. One example has been our new alternative operation in the library service to be able to provide a Covid-safe environment. We introduced a phased opening up of services, focussing on a “click and collect” and “click and deliver” service initially alongside a resumption of home-delivery services. There has been a further opening up of services in two main sites including bookable access to PCs and browsing for books to ensure there is a balance between accessing services whilst protecting the health and wellbeing of our residents and staff.</p> <p>A key concern of the last 12 months has been the disruption to household waste and recycling collections. The impact on residents has had a knock-on effect on the volume of calls to the customer contact centre and the online “report it” function. The council continues to work with its contractor to improve the service and bring in strategies to help with climate change.</p>
<p>Transformation Strategy</p>	<p>The Transformation Strategy 2020-2025 was unanimously approved by the Cabinet Transformation Sub-Committee on 22 September 2020. The strategy’s development responds to key challenges surrounding the council’s financial position and builds upon the strong foundations of innovation and community-empowerment that quickly developed in response to the Covid-19 pandemic. The Strategy aims to deliver radical changes to the way in which the council operates and identifies 6 key areas for transformation (culture, environment, prevention, digital, process redesign and finance).</p> <p>Action plans by which to deliver the Strategy are presently being developed. Whilst Covid-19 has impacted progress, a number of projects have been implemented, proving that design and innovation can be done quickly and in an agile fashion. Asset Based Community Development methods have been used to deliver the Embedding Community Response project in Clewer and Dedworth. This project has created a blueprint for the council to work with communities to co-produce and co-design ways of delivering community projects. As the year progresses this will be rolled out in all areas of the borough. The Transformation Team is also engaging with other strategies to inform and understand how the framework can help with delivery of corporate plans.</p>

<p>Environment and Climate Strategy</p>	<p>Following a public consultation, the updated Environment and Climate Strategy was approved by Cabinet on 17 December 2020. We are now working across different council services and with stakeholders to deliver the actions set out within the strategy's 5-year delivery plan. We have already been successful in securing over £1.2m in grants to support delivery of the strategy.</p>
<p>Governance</p>	<p>A new full-time Monitoring Officer and Deputy Director of Law and Strategy joined the council in February 2021 to lead a new Governance, Law and Strategy Directorate and to bolster the council's governance capability. The Directorate is currently leading the development of the council's new Corporate Plan. A Statutory Officers Group has been formed and meets on a regular basis to action issues of concern and promote a strong governance and decision-making culture at the authority. This Group reviews the effectiveness of current arrangements and champions best practice whilst feeding into the Annual Governance Statement.</p> <p>Following the CIPFA financial governance reviews and detailed action plans that were developed during the year in relation to finance and pension fund governance, detailed action plans have been developed, monitored and reviewed throughout the year. All actions for the finance governance review have been started and almost all actions completed in year. For the pensions action plan these are reported to the Pensions Fund Committee and over half have already been completed and the rest are expected to be completed to the timelines agreed.</p>
<p>People Plan</p>	<p>A key foundation of the council's future People Strategy is the agreement of organisational values to govern how we work and behave everyday. Following extensive staff consultation, a suite of new values was launched on 19 June 2020, each underpinned by illustrative positive behaviours. The new values are:</p> <ul style="list-style-type: none"> • Invest in strong foundations • Empowered to improve • One team and vision • Respect and openness. <p>An activity plan will incorporate all of the initiatives that are developed to deliver against our People Strategy. This will be a dynamic tracker and will include the outcomes and/or outputs of initiatives such as those to implement the values. For example, "Crucial Conversations" training on how to challenge behaviours contrary to our values was rolled out for all staff between November 2020 and January 2021.</p> <p>The staff survey was conducted in November 2020, and the results analysed. A further staff survey was launched by the staff-led Equality, Diversity and Inclusion Network in March 21 to gain specific insights into perceptions of equality, diversity and inclusion in the council. The results are presently being analysed. Both sets of results will feed into the activity plan underpinning the People Strategy as appropriate.</p>

<p>PRIORITY:</p>	<p>REVISED MEDIUM TERM FINANCIAL STRATEGY</p>
<p>Item</p>	<p>Achievements and key milestones</p>
<p>Revised Medium Term</p>	<p>An extraordinary Council meeting was held on the 14 October 2020 to discuss a refreshed Medium Term Financial Strategy. The actual strategy</p>

Financial Strategy	had not been changed (other than to update any factual changes around dates and technical updates) but the financial modelling was updated to reflect the latest information as we currently know it, changes in assumptions around central government funding, inflation assumptions and other emerging issues. This formed the start of the budget-setting process for 2021/22 and the supporting Medium term financial plan. The draft budget for 2021/22 was discussed at Cabinet on 17 December 2020 and subsequently published on 22 December 2020 for consultation. This draft budget was also considered by all Overview and Scrutiny Panels in January 2021 and approved at Full Council on 23 February 2021.
---------------------------	--

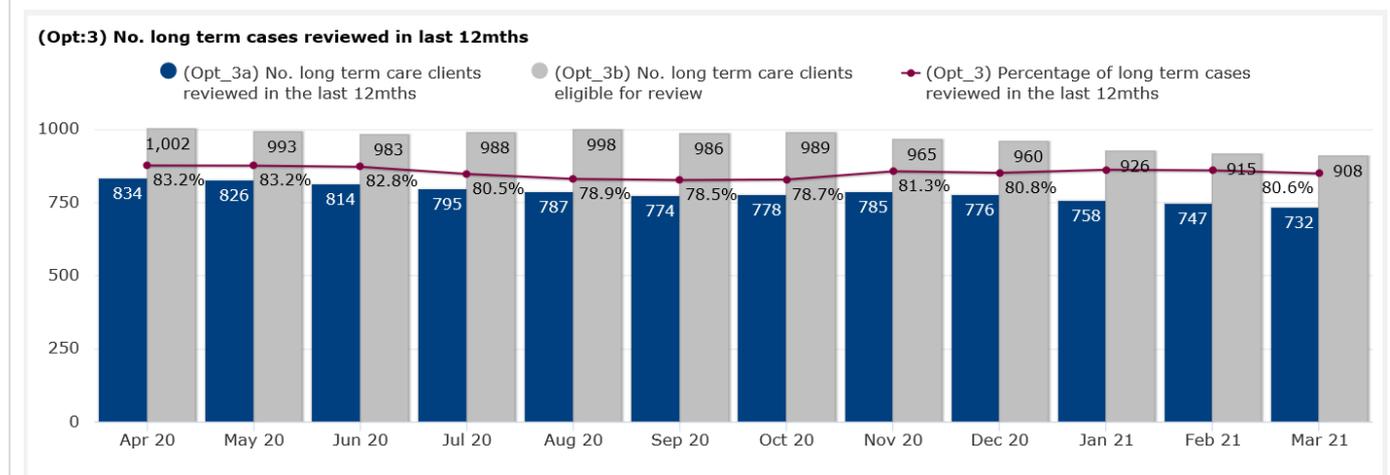
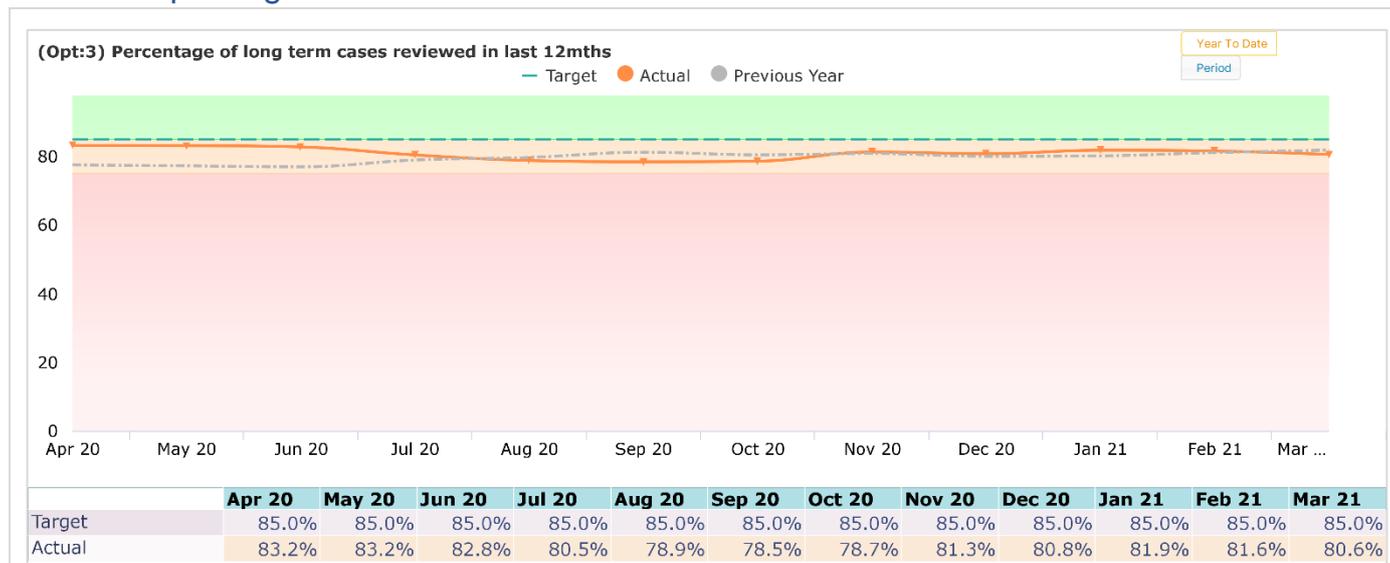
3. Service Performance Summary Report (YTD)

3.1 Performance of measures previously reported to the Infrastructure Overview and Scrutiny Panel are set out here on the basis that these measures provide some insights into service delivery (priority 2).

	Green (Succeeding or achieved)	Amber (Near target)	Red (Needs improvement)
Percentage long term cases reviewed in the last 12 months		X	
No. permanent admissions to care for those aged 65+yrs		X	
Percentage rehabilitation clients still at home after 91 days		X	
Percentage carers assessed or reviewed in the last 12 months	X		
Percentage safeguarding service-user satisfaction	X		
Percentage care-leavers in education, training and employment (19-21yr olds)	X		
Percentage eligible children receiving a 6-8wk review within 8wks	X		
Percentage borough schools rated by Ofsted as Good/Outstanding	X		
Percentage re-referrals to Children's Social Care (within 12mths)		X	
Percentage children subject to a Child Protection Plan for 2+yrs on ceasing		X	
Percentage EHCP assessments completed within 20wks (including exceptions)	X		
Percentage of successful treatment completions (alcohol)	X		
Percentage of successful treatment completions (opiates)	X		
Percentage of successful treatment completions (non-opiates)		X	
TOTAL (14)	8	6	0

4. Adults' Services

4.1. Care package reviews

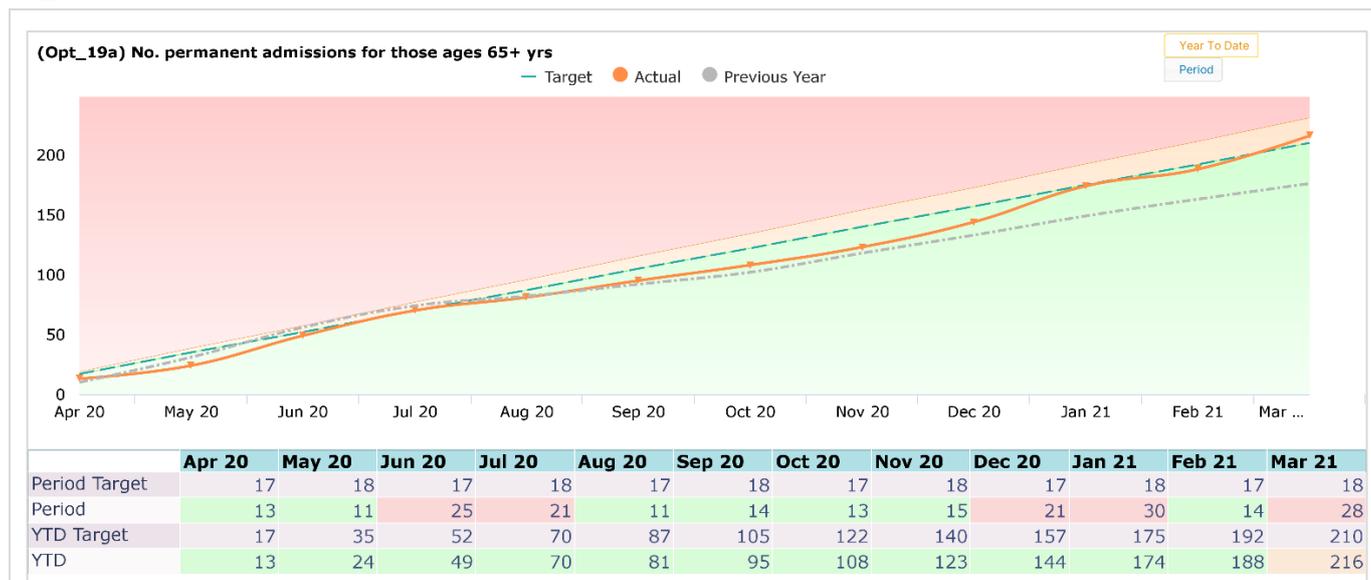


Q4 Commentary

The target for this measure is 85% with red flag raised if performance is equal to/below 75%.

Reviews are a key mechanism for ensuring that the care package in place for each resident is fit for purpose and meeting their needs. As at the close of Q4 the percentage of long-term cases reviewed in the last 12 months stands at 80.6% (732/908), below the target of 85% though within tolerance for the measure. At the start of the financial year performance was at its highest point (April 2020: 83.2%) since February 2018 (84.7%), reflective of focussed 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). Subsequent performance in 2020/21 has been impacted by the diversion of resources to the Covid-19 response, as reflected in the downward trend from April to October 2020. Encouragingly however, there has been a sustained improvement since the low of 78.5% in September 2020 through to the end of the year. At the times where resources were diverted to the Covid19 response, all cases due for review were risk assessed to ensure that priority was given to those in most need.

4.2. Permanent admissions to care



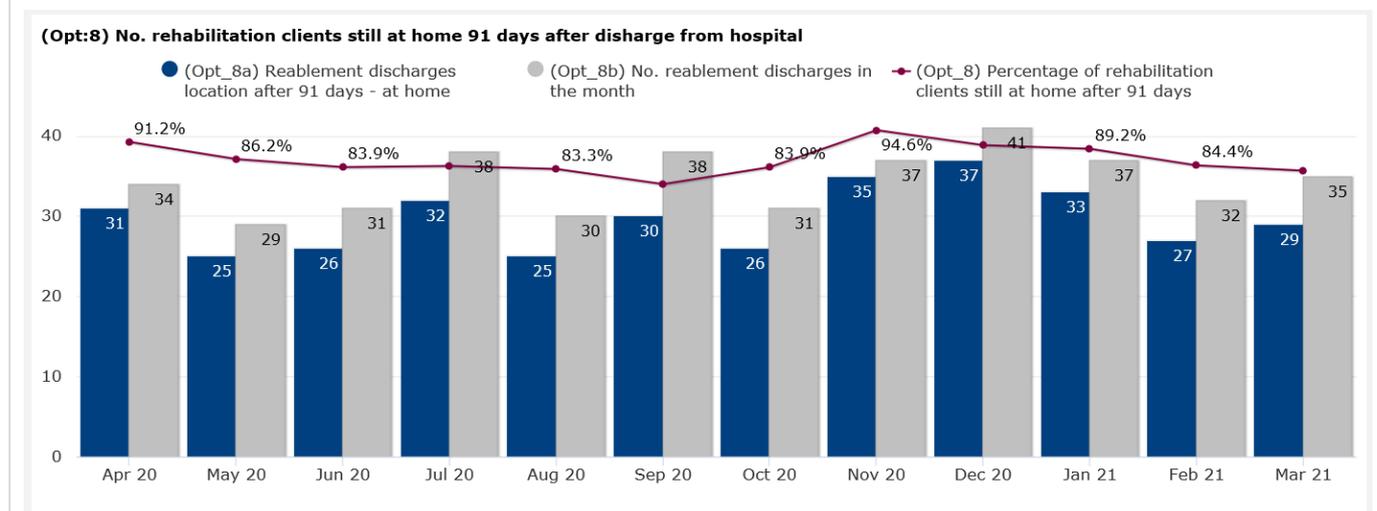
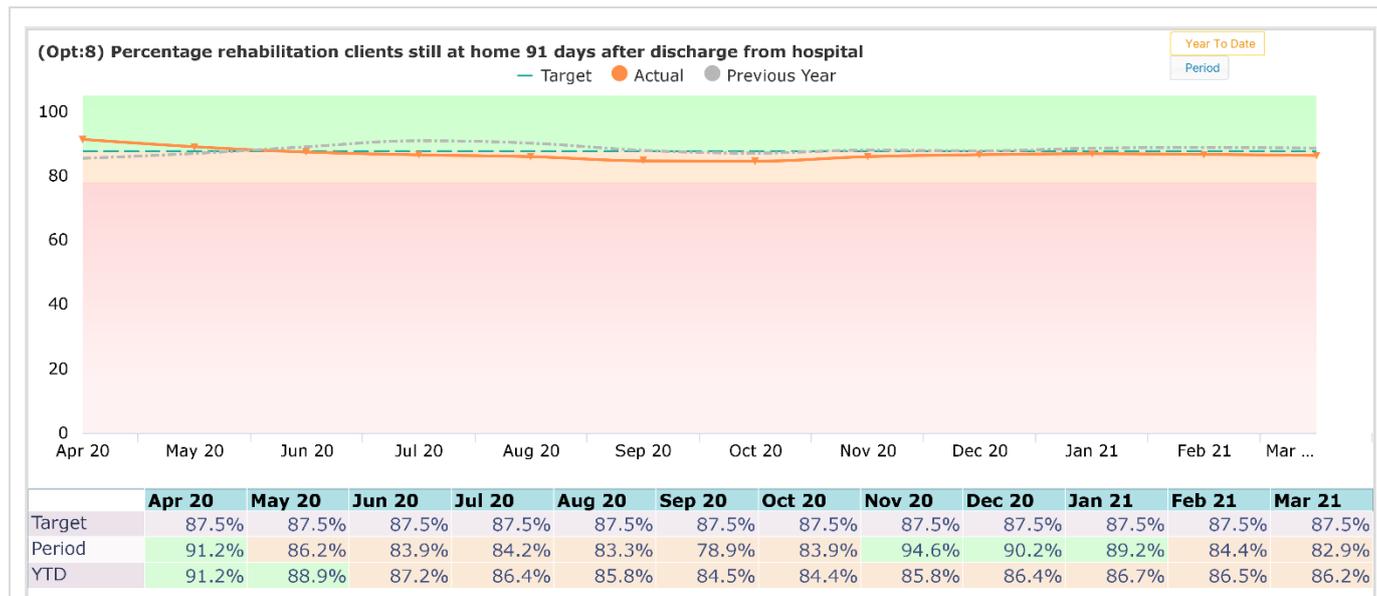
Q4 Commentary

The year-end target for this measure is 210 and profiled monthly. A red flag is raised if YTD volumes are at/exceed 10% of the target.

The focus on prevention and keeping people living in their own homes is having a positive impact on admissions to care, although when residents are subsequently assessed as needing care their needs are often higher and more complex. As at the close 2020/21 the year-to-date volume of permanent admissions to care is 216, an increase of 40 on the 2019/20 year-end outturn of 176. Performance is therefore off-target but within the 10% tolerance for this measure.

The highest volumes of admissions occurred in January 2021 (30) and March 2021 (28). These peaks were triggered by the Covid-19 second wave when there were more hospital admissions and discharges of residents with high care needs to care settings in order to free up hospital beds and prevent further Covid-19 reinfection of residents in the hospital. Not all discharges to care homes were permanent; some were under the 6-week temporary care funding from the Department for Health and Social Care (DHSC) which applied when residents tested positive.

4.3. Reablement

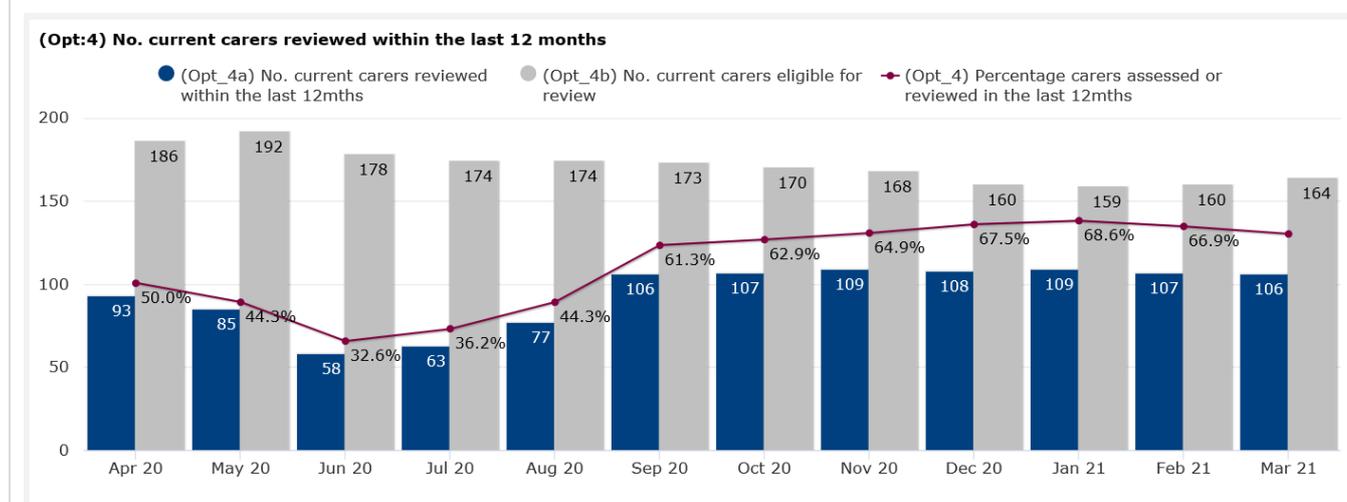
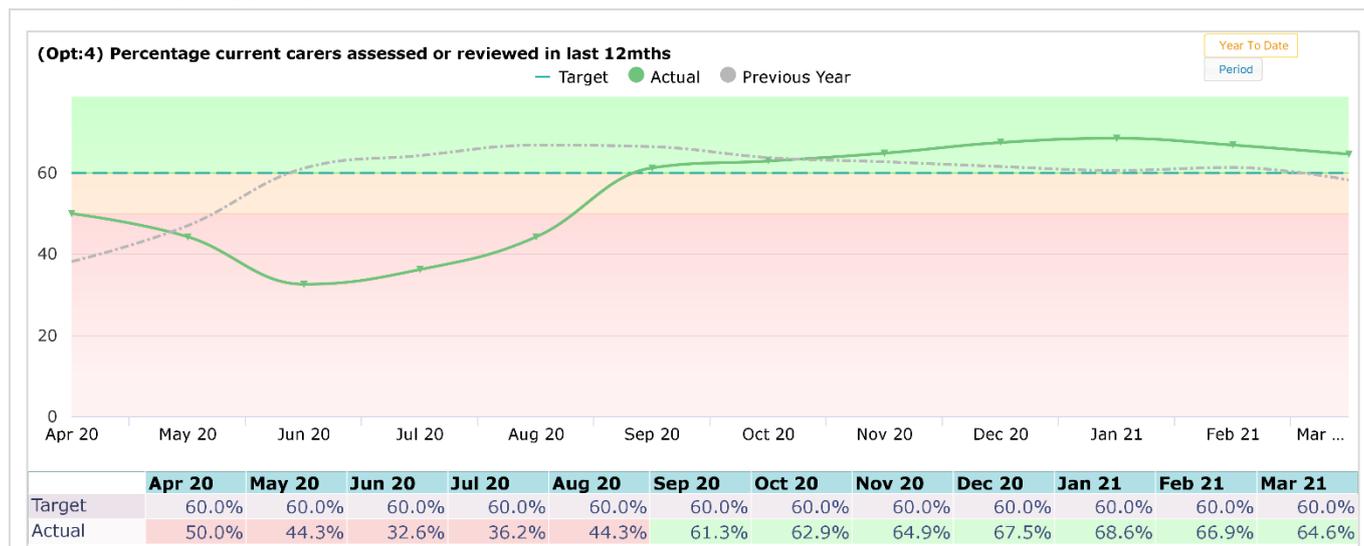


Q4 Commentary

The target for this measure is 87.5% with red flag raised if performance is equal to/below 77.5%.

The service’s focus is on prevention and supporting people to live in their own homes for as long as possible, and this includes supporting people on their return home from a hospital stay. As at the close of 2020/21 the year-to-date percentage of rehabilitation clients still at home 91 days after discharge from hospital is at 86.2%, below the target (87.5%) but within agreed tolerance thresholds. Performance of this measure is inevitably impacted by the level of need and frailty of the individuals within the cohort, and in 2020/21 this has been exacerbated by the impact of Covid-19. It is difficult to predict the long-term impact of Covid on individuals’ health and wellbeing and this is being kept under constant review.

4.4. Carers' assessments



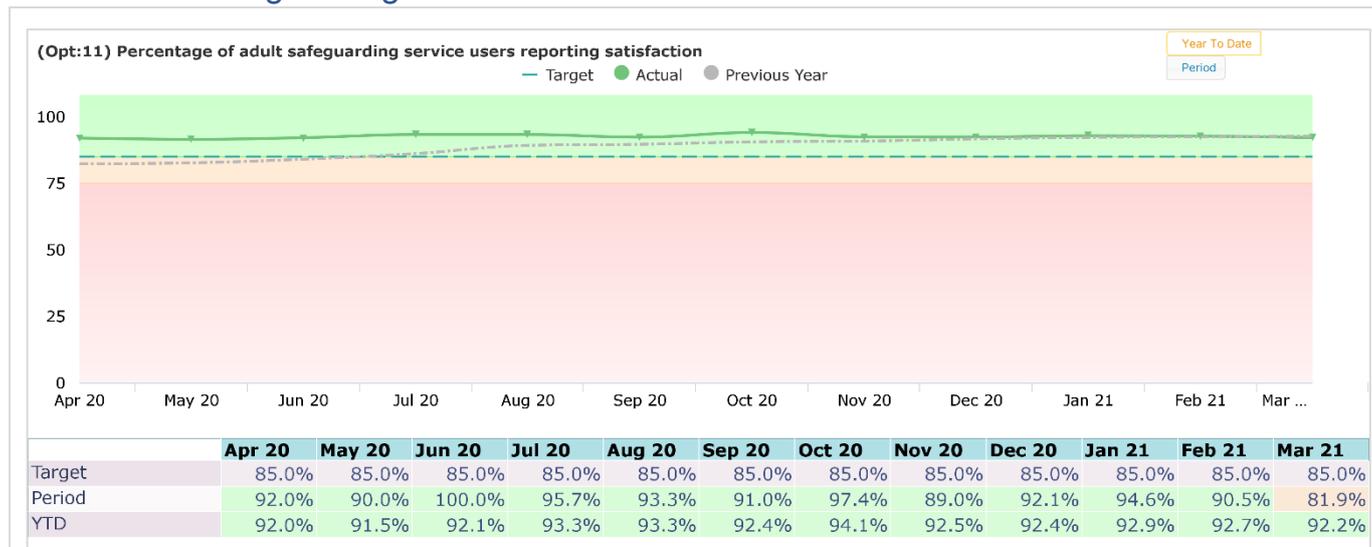
Q4 Commentary

The target for this measure is 60% with red flag raised if performance is equal to/below 50%.

Informal carers deliver vital support to family members who may not be in a position to fully care for themselves. The assessment and review process are important mechanisms by which to manage risks and ensure quality and timely support of the carer's own physical, emotional wellbeing and quality of life as they fulfil their caring role.

As at the close of 2020/21 performance stands at 64.6% (106/164), above target (60%) by 4.6. Formal reviews were paused in Q1 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 contact with all carers to offer support, information and guidance on a more informal and frequent basis. Formal reviews were reintroduced from Q2, as reflected in the sustained upward trend since the low of June 2020 (32.6%), and performance for this measure by the end of Q4 is comfortably above target.

4.5. Adults' safeguarding



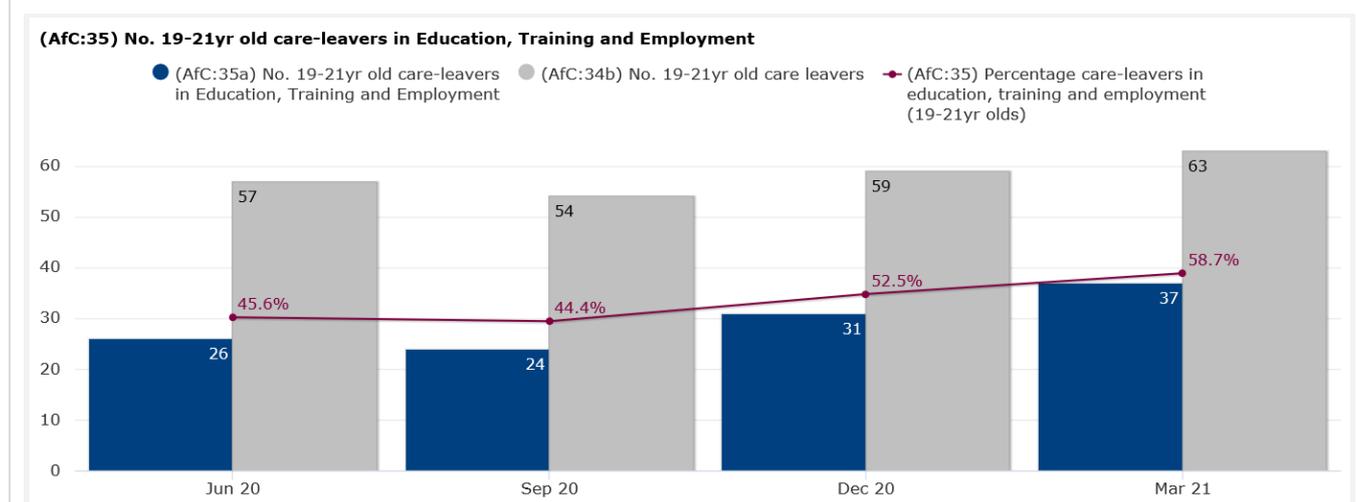
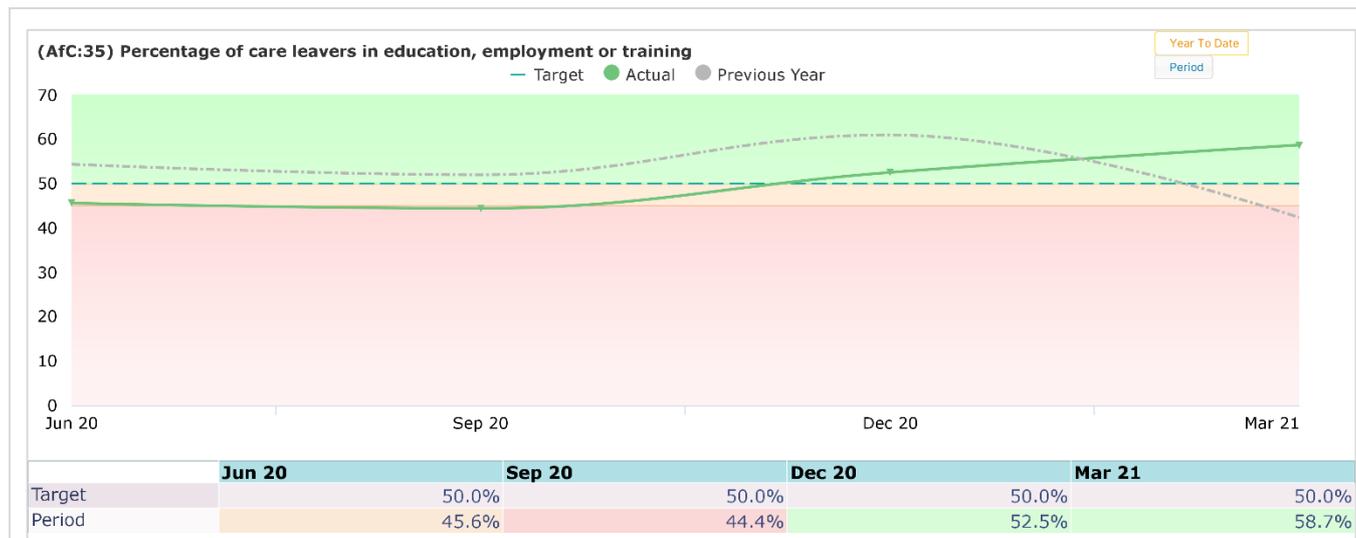
Q4 Commentary

The target for this measure is 85% with red flag raised if performance is equal to/below 75%.

Monitoring safeguarding service-user satisfaction is important to assure that processes are sound and that outcomes sought from the safeguarding investigation have been achieved. The consistently high performance of this measure against the 2019/20 target of 80% led to the target being raised in 2020/21 to 85%. Despite the challenges faced by the service in 2020/21 as a result of the pandemic, the overall year-to-date position stands comfortably above target at 92.2% and is an encouraging indication that existing processes are sound.

5. Children’s services

5.1. Care leavers



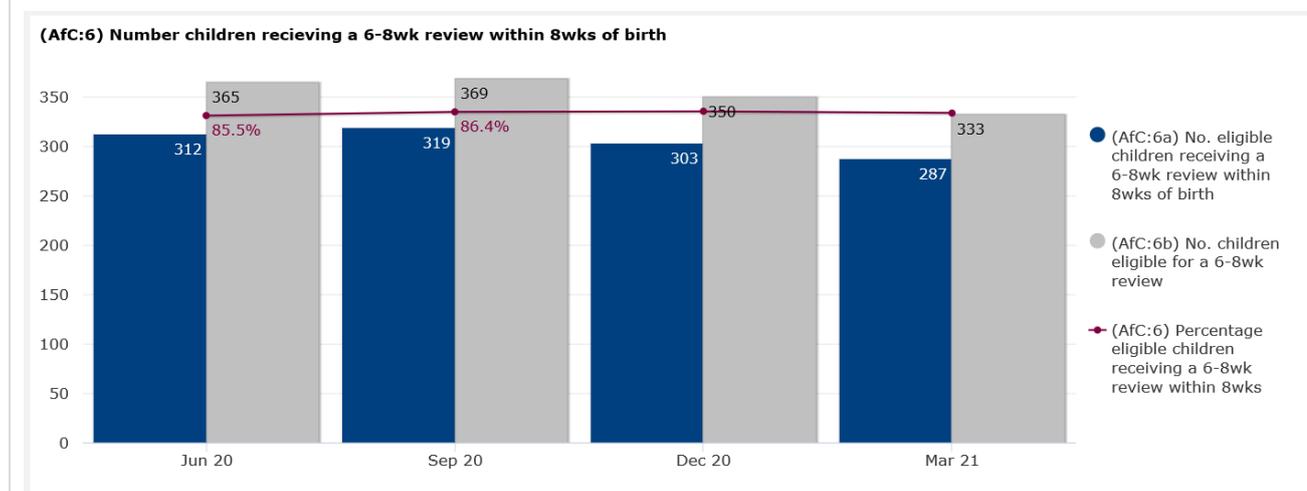
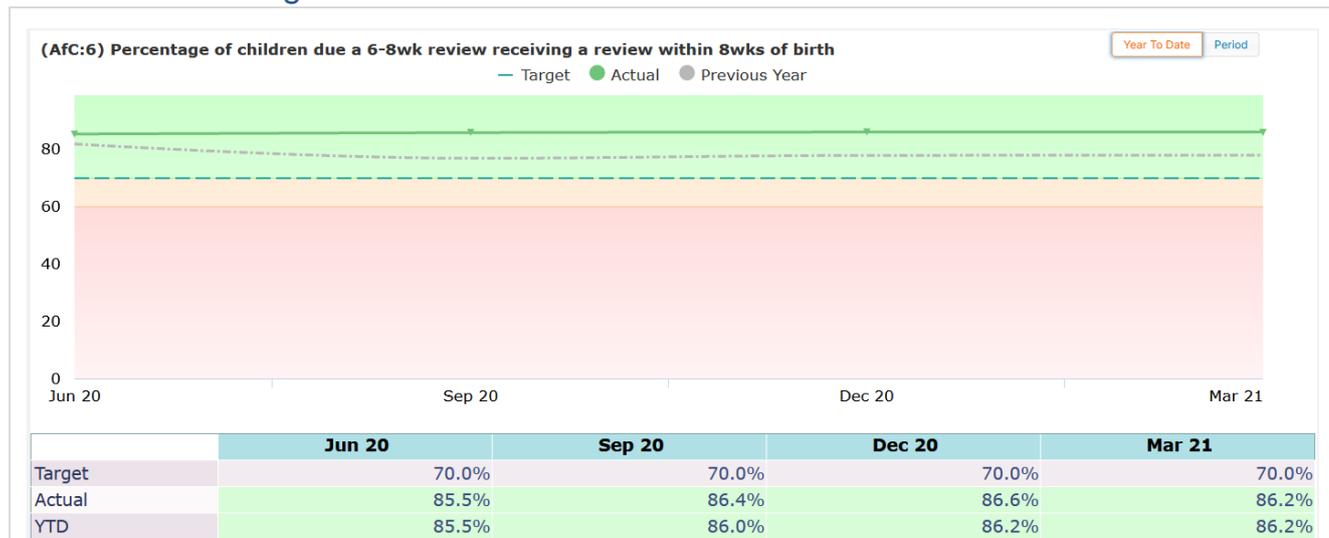
Q4 Commentary

The target for this measure is 50% with red flag raised if performance is equal to/below 45%.

Supporting the wellbeing and aspirations of children in care and supporting care-leavers to achieve their full potential is of paramount importance. At the close of Q4 the percentage of care-leavers in education, employment or training stands at 58.7% (37/63), above target (50%) by 8.7. The impact of the Covid-19 pandemic on the economy was very quickly felt by this cohort of young people, with losses of part-time or zero contracted hours jobs in key sectors (e.g. entertainment) and the cancellation of training opportunities. The Service focused on ensuring that these young people were able to access accommodation and food during the pandemic and it was acknowledged in Q1 that this measure was not expected to bounce back until education and employment opportunities reopened in sufficient volume.

A working group was implemented, “Planning Support for unemployed young people”, and delivered through the Job Centre to support young people, and many care-leavers. The support on offer included the Kickstart Scheme and Youth Mentors which has increased the number of care leavers gaining employment and training opportunities through these routes in Q4. A comparison to Q4 in the previous year shows a positive picture as we emerge from the pandemic compared to the start of the pandemic in March 2020.

5.2. Health visiting



Q4 Commentary

The target for this measure is 70% with red flag raised if performance is equal to/below 60%.

The 6-8 week review appointment is an important opportunity for parents to discuss their baby's development and progress with a Health Visitor. As at the close of 2020/21 performance for this measure stands at 86.2% (1,221/1,417) of children due a 6-8 week review receiving a review within 8 weeks of birth. Quarterly performance has remained above target throughout 2020/21 and peaked in Q3 at 86.6% (303/350). It was expected that performance of this measure would fall due to the lockdown restrictions, however the continued high performance is understood to be due to a number of families who were happy to engage in a virtual assessment (where that was appropriate) who would otherwise have declined an in person visit in non-Covid times. It should be recognised that where concerns were established, face to face follow up has taken place.

5.3. School Ofsted ratings

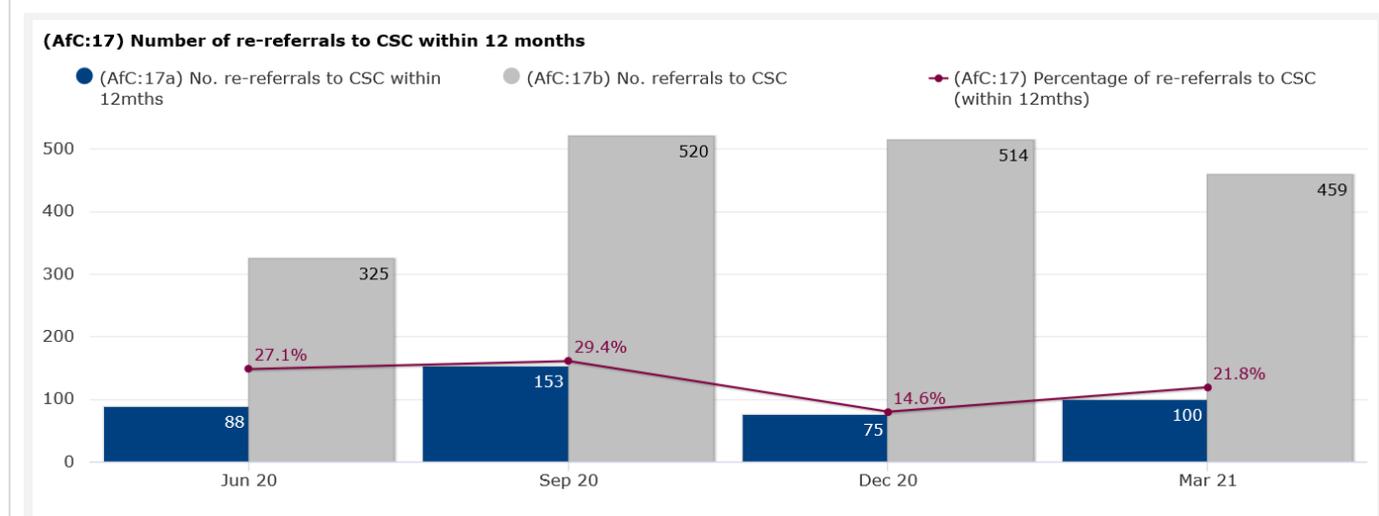
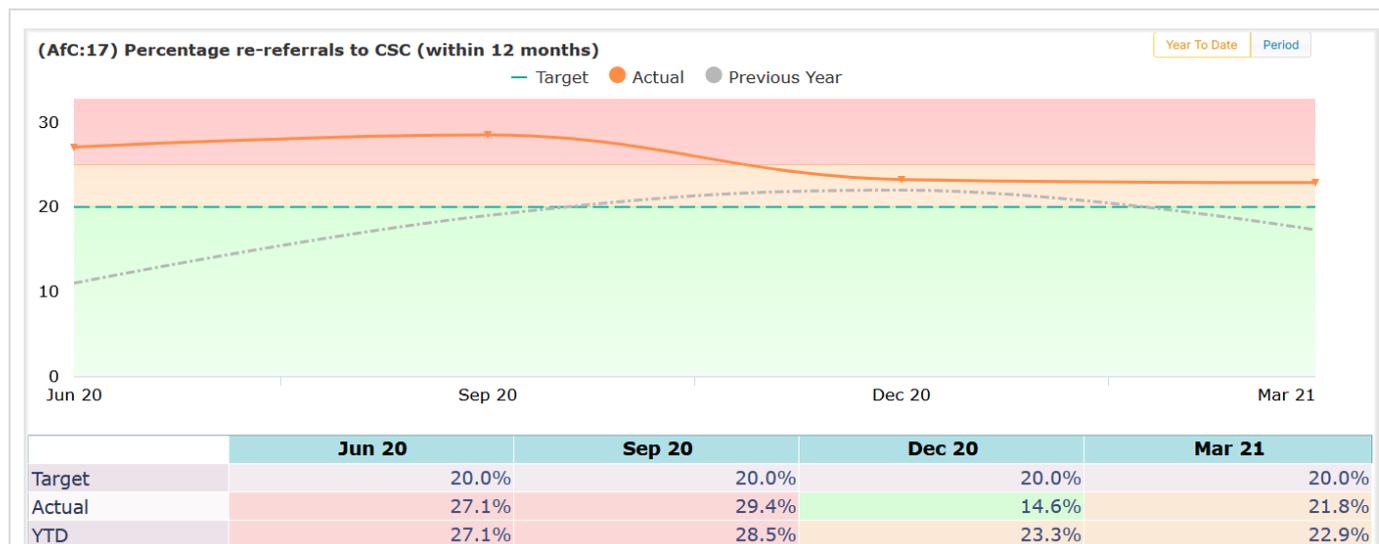


Q4 Commentary

The target for this measure is 70% with red flag raised if performance is equal to/below 60%.

The percentage of borough schools rated by Ofsted as good/outstanding has not changed as Ofsted have paused inspections. There will be no graded inspections until past Easter 2021 and so this indicator will not change until Q1 of 2021/22 at the earliest. The target was 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).

5.4. Children’s social care



Q4 Commentary

The target for this measure is 20% with red flag raised if performance is equal to/exceeds 25%.

A referral is a request for services to be provided by children’s social care and is in respect of a child who is currently not assessed to be in need. A referral may result in an initial assessment of the child’s needs, the provision of information or advice, referral to another agency or no further action. This indicator reports the number of referrals that are received within 12 months of a previous referral being received.

As at the close of 2020/21 the year-to-date performance stands at 22.9% (416/1,818), above the target of 20% but within tolerance for this measure. Overall, there has been a 34% increase on the volume of referrals this year (1,818) compared to 2019/20 (1,356), indicative of increased demand during Covid-19. Throughout the year the service has acknowledged that whereas we do see regular fluctuations in the level of re-referrals there is a likely link to Covid-19 as families who were previously in crisis may not have had the resilience to withstand the additional pressures of another lockdown, such as the closure of schools and the reduction in face-to-face services for non-statutory services. Service managers scrutinise all children 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.

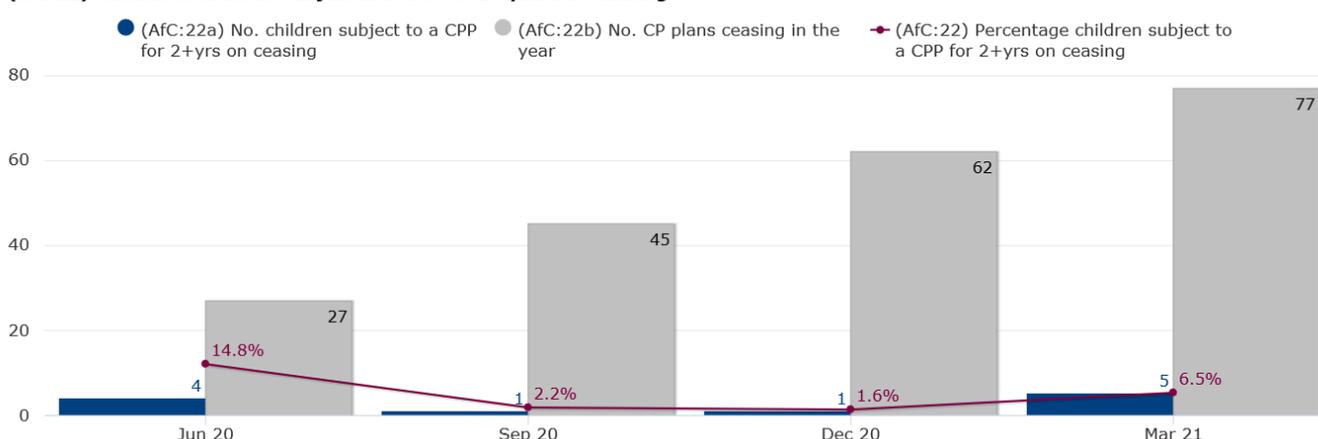
Adults, Children & Health Overview and Scrutiny Panel: End of Year Data & Performance Report

(AfC:22) Percentage Child Protection Plans lasting 2yrs or more



	Jun 20	Sep 20	Dec 20	Mar 21
Target	3.5%	3.5%	3.5%	3.5%
Actual	14.8%	2.2%	1.6%	6.5%
YTD	14.8%	6.9%	4.5%	5.2%

(AfC:22) Number of children subject to a CPP for 2+ years on ceasing



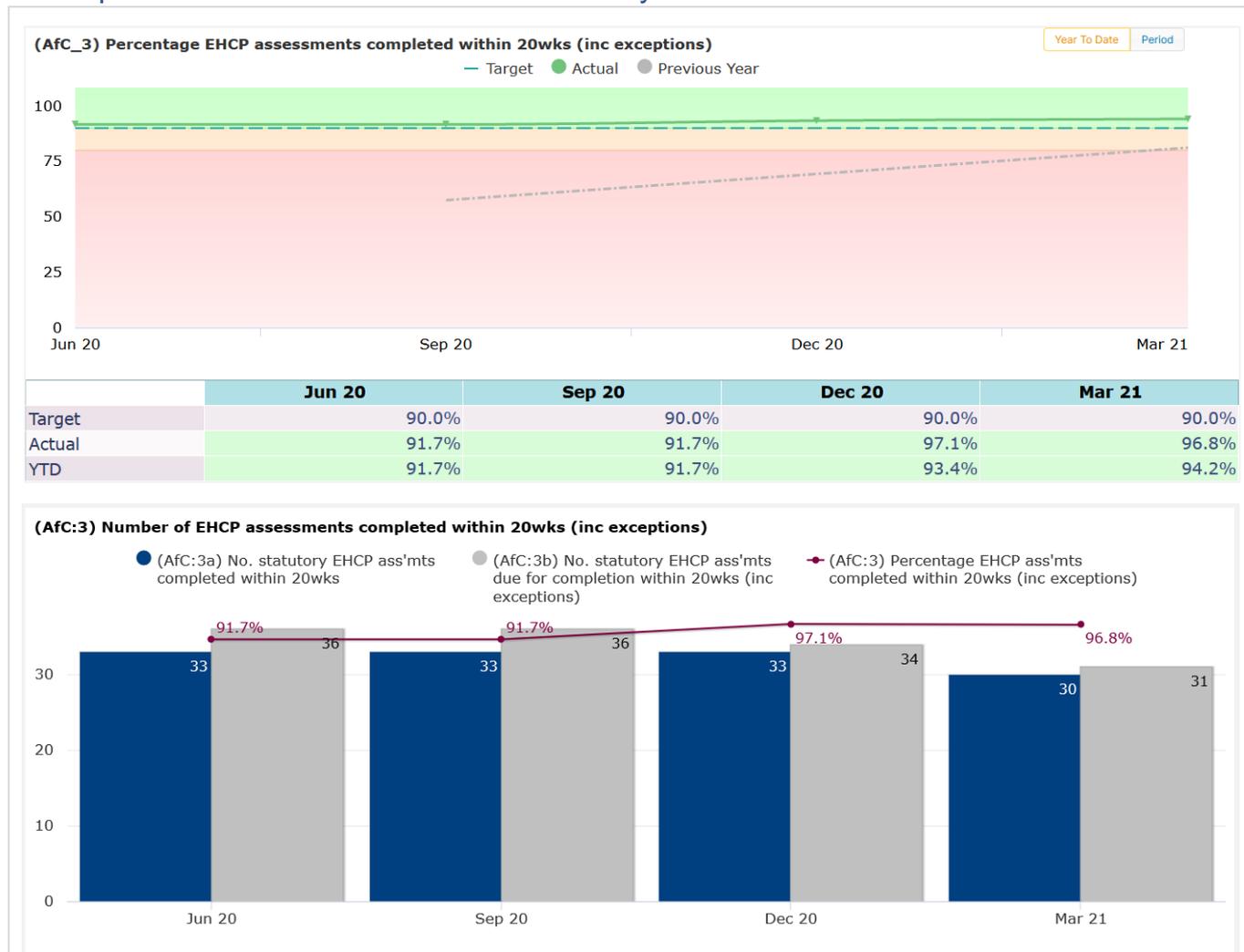
Q4 Commentary

The target for this measure is 3.5% with red flag raised if performance is equal to/exceeds 6%.

In Q4 there were 5 children who were subject of a Child Protection Plan for more than 2 years out of the 77 children on plans ceasing in the year (6.5%). This accounted for a single sibling group. As at the close of 2020/21 the year-to-date performance stands at 5.2%, above the target (3.5%) by 1.7 but within agreed tolerance for the measure.

The service regularly reviews all children who have been subject to a Child Protection Plan for 10 months or more to systematically prevent plans reaching 18+ months. Child Protection chairs also regularly review and challenge the contingency plans that are put forward at each Review Child Protection Conference (RCPC), and in July 2020 a new midway review process was introduced to empower social care teams to start thinking of an exit strategy prior to RCPCs. The service is also using the Windows into Practice Panel to discuss and agree effective and meaningful interventions. On the rare occasion a child is subject to a protection plan for more than 18 months, the plans are regularly scrutinized by senior managers to ensure appropriate alternative plans are considered in good time. Due to the impact of Covid-19, some children have remained subject to a CP plan due to dual care planning process. The courts have made court orders that have seen some children remaining in the care of their birth parents.

5.5. Special Educational Needs and Disability



Q4 Commentary

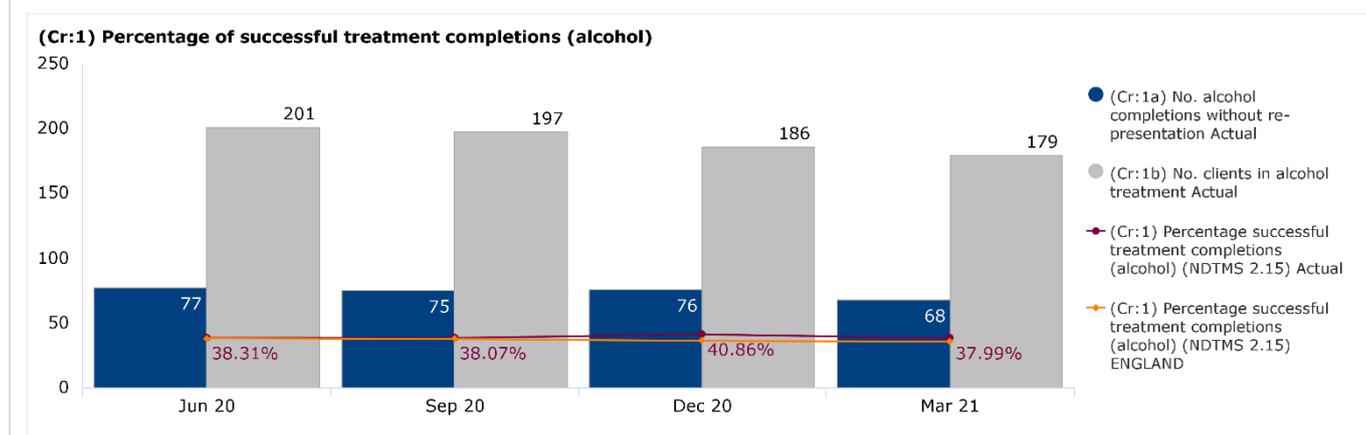
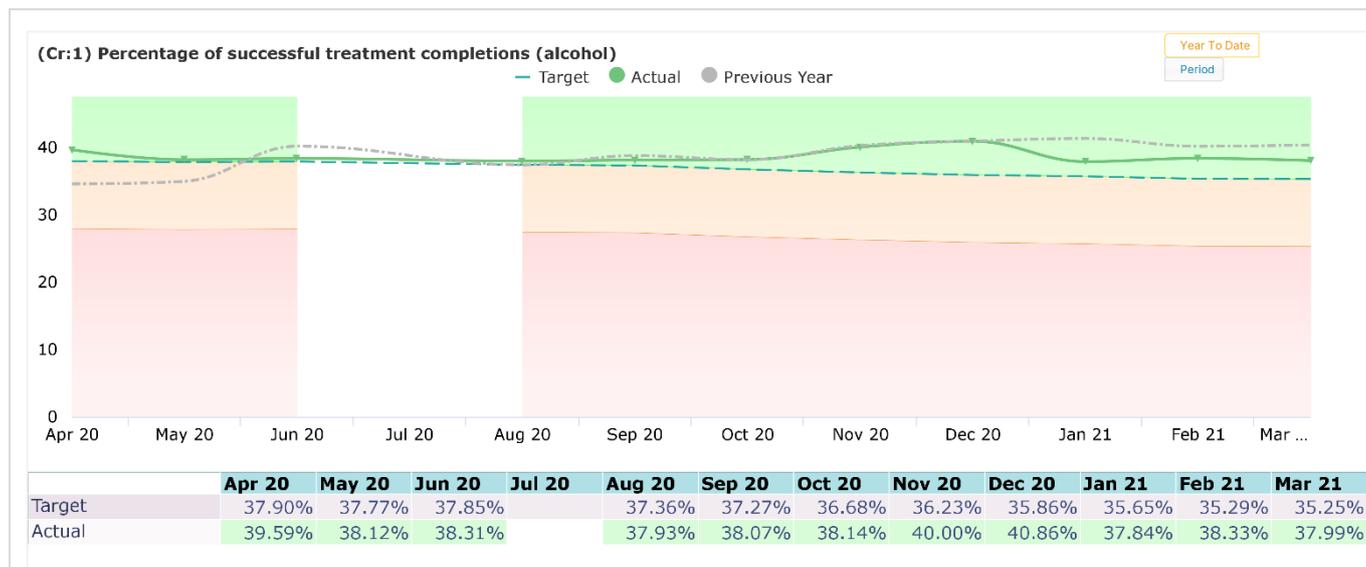
The target for this measure is 90% with red flag raised if performance is equal to/below 80%.

An Education, Health and Care Plan is a legal document that describes a child or young person's special educational, health and social care needs. It explains the extra help that will be given to meet those needs and how that help will support the child or young person to achieve what they want to in their life.

Whilst it was initially anticipated that performance would be detrimentally impacted by service pressures as a result of the Covid-19 pandemic, performance for this measure has remained consistently high. At the close of 2020/21 the year-to-date percentage of EHCP assessments completed within 20 weeks is 94.2% (129/137), an improvement on 2019/20 year-end outturn of 81.2% (108/133). Work is focused with professionals and families to continue to drive up the quality of the plans to ensure that the needs of the young person are at the centre of the work.

6. Public Health

6.1. Substance misuse: Alcohol



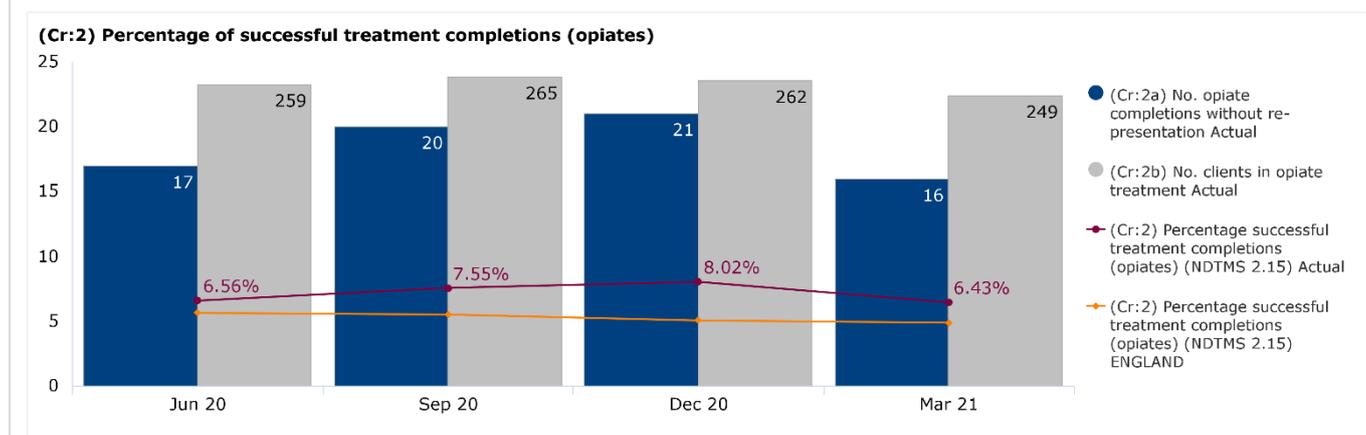
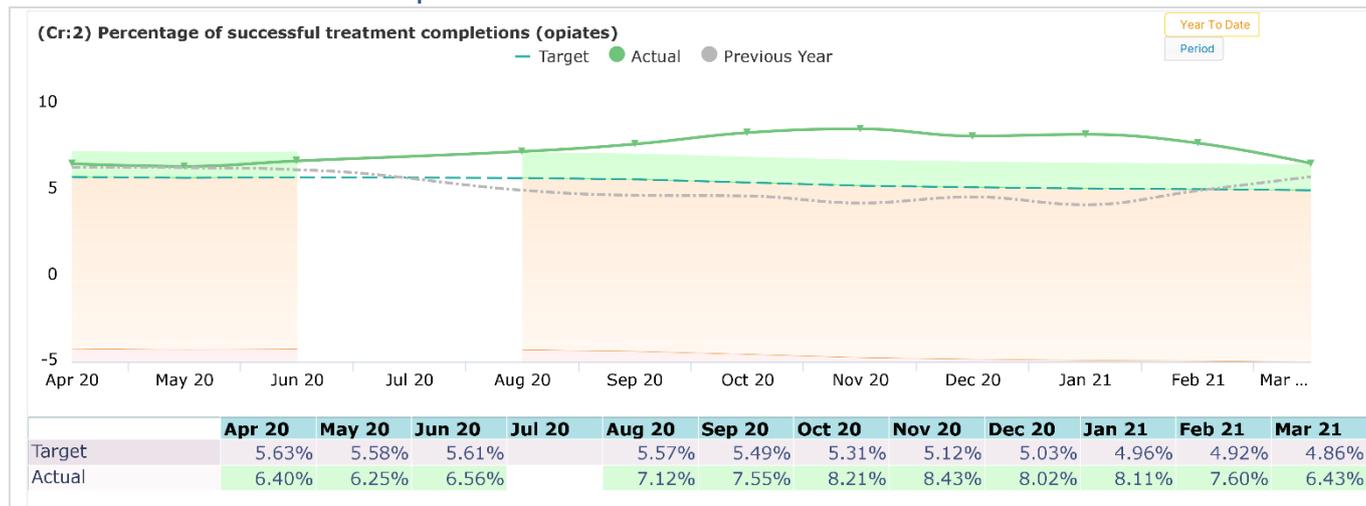
Q4 Commentary

Local performance is tracked against the reported figure for England (referenced in Chart 1 as the target). There is a 10% tolerance threshold. Please note that the National Drug Treatment Monitoring Service (NDTMS) is closed during July, meaning that no data is reported for this month.

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. 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.

As at the close of 2020/21 the percentage of successful treatment completions for alcohol stands at 37.99% above England target of 35.25% by 2.74. Throughout 2020/21 RBWM completions have consistently exceeded England reported figures. 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 be a contributing factor to the relatively stable number of successful completions without re-presentation. Trends will continue to be monitored for an emerging evidence-base.

6.2. Substance misuse: Opiates



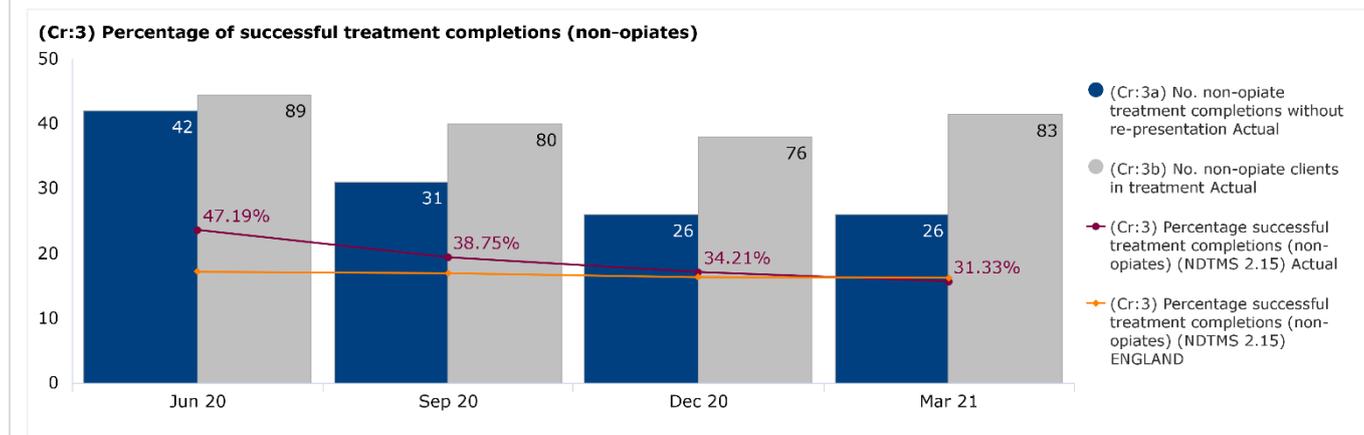
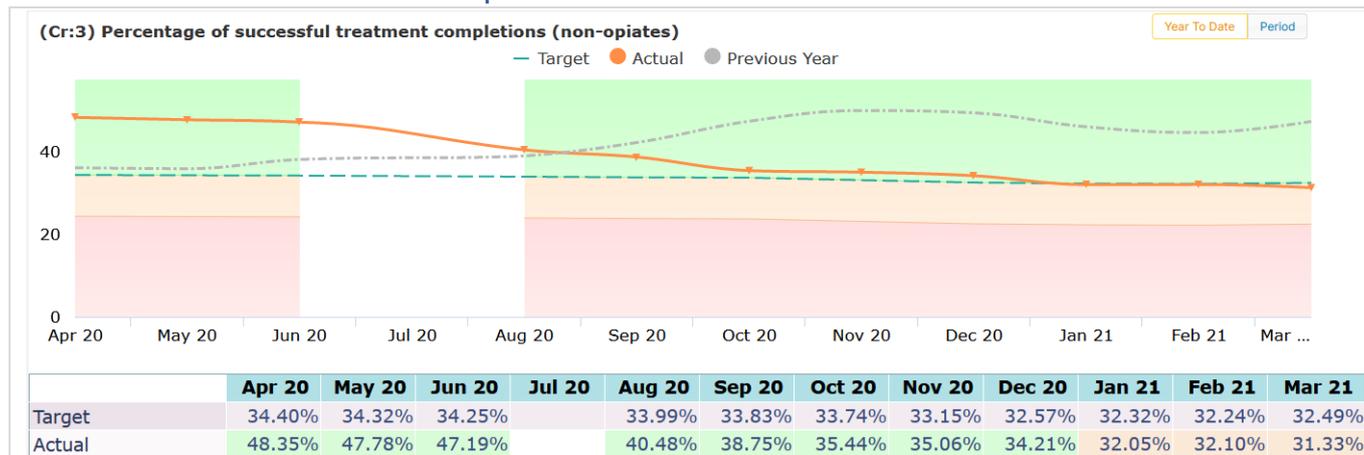
Q4 Commentary

Local performance is tracked against the reported figure for England (referenced in Chart 1 as the target). There is a 10% tolerance threshold. Please note that the National Drug Treatment Monitoring Service (NDTMS) is closed during July, meaning that no data is reported for this month.

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. 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.

As at the close of 2020/21 the percentage of successful treatment completions for opiates stands at 6.43%, above the England reported figure of 4.86% by 1.57. Throughout 2020/21 RBWM completions have followed an upward trend up to February 2021, in contrast to England reported figures which have consistently decreased month on month. The volume of successful treatment completions without re-representation could possibly be due to the changes in service provision implemented as a result of Covid-19 and associated lockdown restrictions; psychosocial interventions were moved to online platforms and attendance and commitment improved. It is acknowledged, however, that this is a multiple-disadvantaged, complex cohort who are engaged with a number of services. Recent universal funding for drug and alcohol services from Public Health England will be used to pilot a more intensive, multi-agency joined-up approach for this group. The findings from this pilot will help shape commissioning proposals for future drug and alcohol services from April 2022.

6.3. Substance misuse: Non-opiates



Q4 Commentary

Local performance is tracked against the reported figure for England (referenced in Chart 1 as the target). There is a 10% tolerance threshold. Please note that the National Drug Treatment Monitoring Service (NDTMS) is closed during July, meaning that no data is reported for this month.

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. 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.

As at the close of 2020/21 the percentage of successful treatment completions for non-opiates stands at 31.33%, below the target of 32.49% by 1.16, but within tolerance for the measure. Successful treatment completions for non-opiates have followed a consistent downward trend since the beginning of the year, and from January 2021 went below the England rate. Non-opiates tend to be lifestyle drugs which, generally, people find easier to abstain from and change behaviour. There is an increasing prevalence of online support networks and programmes, which serve as an additional support between formal key worker sessions and 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 declining numbers of clients in treatment at the end of Qs 2 and 3.