

## PERFORMANCE ACTION PLAN

### Q4 2014/15 (Year-end)

INDICATOR OVERVIEW	
Indicator Title	Proportion of opiate users that left drug treatment successfully who do not represent to treatment within 6 months
Strategic Director Lead	Fiona Johnstone (Director of Public Health )
Departmental Lead	Julie Webster (Head of Public Health)
Target	10%

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	7.6% (Report as at December 2014, covering the service delivery period July 2013-June 2014) The work upgrading the NDTMS database from which this performance data is produced has now been completed, after being out of commission since November 2014.	+ / - Target : - 2.4
Non-compliance reason	<p>The profile of the in treatment population is as follows:</p> <ul style="list-style-type: none"> <li>• 46% of those in treatment have been in treatment for at least 6 years (Cluster average 23%)</li> <li>• 50% of those in treatment have a drug using career of over 21 years (Cluster average 21%)</li> <li>• 53% of those in treatment were in their first treatment episode (Cluster average 36%)</li> </ul> <p>This data illustrates that a high percentage of those in treatment entered the treatment system 15 to 20 years ago and have never left.</p> <p>The Public Health England report, "Drug Treatment in England, 2012/13", highlighted that drug treatment was still seen to be working but added that, "<b><i>The treatment population is ageing, with the over 40's now being the largest group receiving treatment. Many are older heroin users who have failing health and entrenched addiction problems. This group is particularly hard to help into lasting recovery. The impact is beginning to show in the proportion of people successfully completing treatment, which levelled off in 2012-13 following an increasing trend over the previous 7 years.</i></b>"</p> <p>This issue is particularly pronounced with our in treatment population, as evidenced above.</p> <p>Over the past 6 years, there have been over 1,600 completed treatment journeys. Although some of these have been followed by relapse, this does represent considerable movement of service users' thorough treatment. One effect of this is that those who haven't already achieved recovery, or at least engaged with the process, are those that are less able/equipped/inclined to move on. This group, which represents a growing proportion of those still in the treatment services, present an increasingly difficult challenge to services.</p>	

**ACTIONS:** This describes what's necessary or how to achieve a 'green' score. This way everyone is clear on what is required and when, knows the expected outcome and how to achieve it .

What (is required)	<ul style="list-style-type: none"> <li>• A refreshed approach to delivering the recovery message to service users that brings new energy and motivation for change.</li> <li>• Greater integration through the treatment and recovery system, from access and entry, through the stabilisation and harm reduction interventions, through to recovery instigation and support.</li> <li>• Peer support needs to be fully factored into the treatment and recovery system.</li> <li>• Data reporting needs to be consistently comprehensive and accurately following the service user through the system to ensure performance is accurately reported.</li> </ul>
How (will it be achieved)	<ul style="list-style-type: none"> <li>• A new Integrated Substance Misuse Treatment and Recovery service has been commissioned with a priority to improve the recovery offer to service users and by so doing improve the performance against this target. The new service went live on 2<sup>nd</sup> February 2015 and has now gone some considerable way towards mobilising the intended delivery model</li> <li>• The period of transition will inevitably be disruptive and the implementation of the full model, to its full potential, will take some time, including as it does, for example, the identification and refurbishment of buildings in new locations around Wirral. These "hubs" will take the service out to the service users so that access will be easier and engagement more frequent.</li> <li>• 2 out of 4 delivery hubs, and the abstinence focused Recovery service are now open and functioning well. Planning permission is being sought for the 2 further premises that have been identified</li> <li>• Regular monitoring of performance data to drive high performance, and ensure data accuracy, will continue. The new partnership has introduced one data base across the whole system, offering improved, more efficient, performance reporting along the whole treatment and recovery pathway.</li> <li>• Meetings continue with the new partnership to improve communication, integration and co-operation with the wider range of Wirral services and organisations. These will focus on improving the overall effectiveness and efficiency of both the new integrated service and the wider Wirral system.</li> </ul>
Who (will be responsible)	CRI, as the lead provider for the partnership, is responsible for delivering this target from 1 <sup>st</sup> February 2015.
When (will results be realised)	<p>The nature and structure of this KPI means that the performance of the new partnership will not begin to be reported until 6 months after the contract start date. The current performance being reported still relates to the service delivered by the previous provider.</p> <p>It should be noted that although this performance is rated as <b>Red</b> on the local performance monitoring framework, when viewed on the national (NDTMS) reporting site it is classified as <b>Amber</b>, and the local system would only have needed to increase the number of treatment completers by 17 in this period (from 141 to 158) for performance to have been in the top quartile nationally.</p> <p>Some disruption to service delivery is expected in the first 3 months of the implementation of the new contract, due to transition of service provider and the re-organisation and re-modelling of the new service, and it is likely that this will have some impact on performance. It is also possible that the thorough data cleansing process that was undertaken, as part of the transition, will also affect reported performance, but the expectation is that a steady improvement in performance will begin to appear during the second half of the new financial year.</p>