

**People Overview and Scrutiny Committee**  
**Thursday, 23 March 2017**

<b>REPORT TITLE:</b>	<b>2016/17 Quarter 3 Wirral Plan Performance - People Theme</b>
<b>REPORT OF:</b>	<b>Executive Director for Strategy</b>

**REPORT SUMMARY**

This report provides the 2016/17 Quarter 3 (October – December 2016) performance report for Wirral Plan pledges under the People theme. The report, which is included as Appendix 1, provides a description of the progress in Quarter 3 as well as providing available data in relation to a range of outcome indicators and supporting measures.

The report also includes further performance information that has been requested by Members to enable effective scrutiny. The Adult Social Service Performance Overview is included as Appendix 2 and includes a range of key indicators highlighting Wirral's performance against North West average values where available.

**Quarter Three Wirral Plan Performance Summary**

The key performance highlights for quarter 3 include:

- Through Wirral Dementia Action Alliance, launched in 2016, Age UK Wirral and the Alzheimer's Society are planning a public-facing campaign to challenge some of the assumptions people have around dementia. The Alliance is working to harness the enthusiasm of local people wanting to work together to make the whole of Wirral a better place for people living with or supporting people with dementia.
- A new borough-wide advice service was commissioned in December 2016. 'Ask Us Wirral' will provide information and sign-posting to both basic and detailed legal advice for Wirral residents. It is a multi-agency approach targeted to ensure isolated and vulnerable groups are able to access support.
- A second 'Wirral Door Knock' event was delivered in Woodchurch at the beginning of December. Together, the team knocked on almost 900 doors and were able to reach isolated residents to inform them of the various Christmas Day lunches in their area and other regular activities offered in their community. A further door knock is planned in Rock Ferry in March.
- The take up of services offered for 2 year olds has seen significant improvement during the last quarter, now reporting 88% of eligible children increased from

74% in Quarter 2. Take up across the respective constituency areas has also improved in the last term:

- In Birkenhead from 67% to 84%
  - In Wallasey from 77% to 89%
  - In Wirral South and West Wirral from 72% to 90%.
- Significant work is continuing to enhance the delivery of effective Health Visitor and Development Checks for children and improvements in the percentage of reviews carried out have been made. However the challenging targets have not yet been achieved.
  - The early year's foundation stage profile results have increased slightly from 69.5% to 69.8%. Wirral's performance remains one of the highest both regionally and nationally. Wirral's performance has improved by 5.8% since the start of the Wirral Plan and is 2.9% higher than the North West average and 0.3% higher than performance nationally. The achievement gap between pupils eligible for free school meals and their peers has reduced compared to the previous academic year and further support is being provided to 22 targeted schools to ensure children are reaching their potential.
  - In this quarter the latest Ofsted figures have been published with 91% of Wirral schools rated as good or outstanding which is an improvement of 7% from the previous academic year.
  - The delivery of the Family Intervention Service has not achieved the targets set and a range of corrective actions have been put in place to support some of our most vulnerable families and improve delivery. This includes prioritisation of intensive intervention, improved joint working arrangements and targeted approaches to tackle school attendance issues.
  - The 2016 annual Youth Parliament was held on 8 November 2016 which supports young people to improve their knowledge and engage in youth matters. The event had a focus on mental health and provided the opportunity for young people to raise and debate issues important to them with local elected members.
  - A delivery plan has been developed for the three Community Pilots being delivered in Seacombe, Beechwood and Birkenhead North with the aim of improving life chances. Each of the areas met with local partner organisations to shape these plans and delivery is now underway. In December 2016 over 2500 Christmas hampers were delivered across the pilot areas targeting vulnerable and isolated people and families.
  - The Live Well Wirral website went live in October 2016. This service supports people with disabilities to gain access to the full range of services available to them.
  - The employment rate for people with disabilities at Quarter 3 has achieved the target set. A range of activity is being delivered to continue to enhance this outcome. This included a Pathways to Employment event delivered in November for partners and provider organisations to find out more about the support offer

available to help people with disabilities into work. This was followed by a 'Disability Confident' event in December specifically targeting employers.

- A new Advocacy Hub contract was awarded in October to provide Independent Mental Capacity, Health Advocacy and Care Act Advocacy as well as general advocacy and the promotion of self and peer advocacy. These services will ensure that people with disabilities are effectively represented and supported in relation to decisions made about them and their care provision.
- Disabled audits have been completed at locations across the borough including Council buildings, Leisure Centres and across the transport network. Over 550 access reviews and 150 access guides have been completed and will be made available to people living in and visiting Wirral. This will provide increased opportunities for people with disabilities to access services and facilities and be better able to plan their visits to specific locations and attractions.
- The Tomorrow's Women Wirral Peer Mentor Project, managed by Wirral Connect, is delivering a highly effective community based support programme for survivors of domestic abuse. This has resulted in:
  - Providing mentoring support to 400 women affected by domestic abuse.
  - 32 women successfully achieving the Level 2 Award in Peer Mentoring.
  - 25 women pursuing the role of Domestic Abuse Mentor.
  - 100 women disclosing domestic abuse for the first time.
  - 250 women with improved awareness and access to domestic abuse support services, reduced levels of social isolation and improved levels of confidence and emotional wellbeing.

## **RECOMMENDATION/S**

That the People Overview and Scrutiny Committee note the content of the report and highlights any areas requiring further clarification or action.

## **SUPPORTING INFORMATION**

### **1.0 REASON/S FOR RECOMMENDATION/S**

- 1.1 To ensure Members of the People Overview and Scrutiny Committee have the opportunity to scrutinise the performance of the Council and partners in relation to delivering the Wirral Plan and performance of Adult Social Services.

### **2.0 OTHER OPTIONS CONSIDERED**

- 2.1 This report has been developed in line with the approved performance management framework for the Wirral Plan. As such, no other options were considered.

### **3.0 BACKGROUND INFORMATION**

- 3.1 The Wirral Plan is an outcome-focussed, partnership plan which has 16 supporting strategies that set out how each of the 20 pledges will be delivered. For each pledge, a partnership group has been established to drive forward delivery of the action plans set out in each of the supporting strategies.
- 3.2 A Wirral Plan Performance Management Framework has been developed to ensure robust monitoring arrangements are in place. The Wirral Partnership has a robust approach to performance management to ensure all activity is regularly monitored and reviewed.
- 3.3 Data for the identified indicators is released at different times throughout the year as a result not all Pledges will have results each quarterly reporting period. Some indicators can be reported quarterly and some only on an annual basis with annual figures reported in the quarter they become available.
- 3.4 For each of the indicators a RAGB (red, amber, green, blue) rating is provided against the target and tolerance levels set at the start of the reporting period, with blue indicating performance targets being exceeded. There is also a trend key which shows whether performance has improved, remained static or deteriorated since the start of the Wirral Plan.
- 3.5 There is no report included for the vulnerable children reach their full potential pledge. Following an Ofsted Inspection work in connection with improving outcomes in this area is being reviewed and refreshed. An Improvement Plan in response to the inspection is now being delivered and arrangements are being put in place to ensure robust scrutiny through the Children Sub-Committee. Further information on this is provided in the work programme item also included on the agenda for this meeting.

- 3.6 All Wirral Plan performance reports are published on the performance page of the Council's website. This includes the high level Wirral Plan overview report and the detailed pledge reports which include updates on progress on all activities set out in supporting strategy action plans.

<https://www.wirral.gov.uk/about-council/council-performance>

- 3.7 Each of the Wirral Plan Pledges has a Pledge Sponsor. The Pledge Sponsors under the People theme are as follows:
- Ageing Well in Wirral – Fiona Johnstone
  - Children are Ready for School – Julia Hassall
  - Children are Ready for Work and Adulthood – Julia Hassall
  - Vulnerable Children Reach their Full Potential – Julia Hassall
  - Reducing Child and Family Poverty (Improving Life Chances) – Fiona Johnstone
  - People with Disabilities live Independent Lives – Graham Hodkinson
  - Zero Tolerance to Domestic Violence – Mark Smith
- 3.8 An additional report is included setting out a series of key indicators for the Adult Social Service Department. This is in response to Members requesting that Adult Social Services' performance data is provided to the Committee.

#### **4.0 FINANCIAL IMPLICATIONS**

- 4.1 There are no financial implications arising from this report.

#### **5.0 LEGAL IMPLICATIONS**

- 5.1 There are no legal implications arising from this report.

#### **6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS**

- 6.1 There are none arising from this report.

#### **7.0 RELEVANT RISKS**

- 7.1 The performance management framework is aligned to the Council's risk management strategy and both are regularly reviewed as part of corporate management processes.

#### **8.0 ENGAGEMENT/CONSULTATION**

- 8.1 The priorities in the Wirral Plan pledges were informed by a range of consultations carried out in 2015 and 2016 including the Wirral resident survey.

## 9.0 EQUALITY IMPLICATIONS

- 9.1 The Wirral Plan equality impact assessment can be found at:  
<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2014-15/chief>

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## APPENDICES

Appendix 1: Wirral Plan People Theme – 2016/17 Quarter 3 Pledge Reports

Appendix 2: Adult Social Services Performance Overview – Quarter 3 2016/17

## REFERENCE MATERIAL

N/A

## SUBJECT HISTORY (last 3 years)

<b>Council Meeting</b>	<b>Date</b>
<b>People Overview and Scrutiny Committee</b>	<b>8 September 2016</b>
<b>People Overview and Scrutiny Committee</b>	<b>28 November 2016</b>