



Adult Care and Health Overview and Scrutiny Committee Wednesday 28 June 2017

REPORT TITLE:	2016/17 Quarter 4 and Year End Wirral Plan Performance - People Theme
REPORT OF:	Executive Director for Strategy

REPORT SUMMARY

This report provides the 2016/17 Quarter 4 (January - March 2017) performance report for Wirral Plan pledges under the People theme and the closedown of 2016-17 at Year End. The Quarter 4 report is included as Appendix 1, and provides a description of the progress in Quarter 4 including providing available data in relation to a range of outcome indicators and supporting measures.

The Year End closedown report is included as Appendix 2 and provides a summary analysis of improvement of performance against measures and Wirral Plan delivery of Pledge strategy actions at year end.

The report also includes further performance information that has been requested by Members to enable effective scrutiny. The Adult Care and Health Performance Overview Quarter 4 2016-17 is included as Appendix 3 and includes a range of key indicators highlighting Wirral's performance against North West average values where available.

Quarter 4 Wirral Plan Performance Summary

The key performance at for Quarter 4 includes:

- A third Wirral Door Knock was held in Rock Ferry, demonstrating the effectiveness of people coming together to pool resources in a targeted way to tackle social isolation. This brings the total to 3 door knock events delivered in 2016/17. Overall, we have knocked on over 2000 doors in Eastham, Woodchurch and Rock Ferry, spoken to over 750 residents, referred 316 people for further advice or support, prevented at least 6 people from being alone on Christmas Day and set up a bereavement peer support group.
- Over 3,000 housing adaptations were completed by year end against at target of 2,000. These interventions are essential in helping older people to maintain their independence and continue to live in their own homes.
- The new advice and information service, 'Ask Us Wirral', was launched at the end of Quarter 4. The service is delivered by Citizens Advice Wirral, Age UK Wirral, Wirral Change and Wirral Mencap and brings together expertise in financial advice and support for older people. The service will ensure that older people can access the advice they need at different times of life through a single point of access leading to improved financial resilience and general wellbeing.

- All the key indicators and measures being monitored in the All Age Disability Strategy are showing progress including the employment rate for people with a disability. There are positive examples of people accessing work thanks to schemes such as the supported internship programme.
- The significant increase in the take up of the 2 year old offer reported last quarter (from 70.0% at the start of the Wirral Plan to 88.1%) has been maintained. The latest national benchmark is 68% (2016).
- There has been improved performance reported for the 6-8 week old development check; 12 month and 2-2½ year Health Visitor Reviews. Continued focus on improvement of the uptake is underway such as initiatives in individual localities offering alternative times and venues for reviews, integrated reviews underway with child-minders and follow up work with GPs
- Latest data shows that hospital admissions for due to self harm have increased in Wirral. In January 2017 the Child and Adolescent Mental Health Service (CAMHS) has established an Advice and Duty line staffed by experienced CAMHS practitioners and open to calls from parents, children, young people and other professionals to provide support and guidance. The aim is for young people to receive preventative effective support as early as possible and to reduce both presentation at A&E and hospital admissions.
- The Young Chamber delivered the Wirral Careers and Skills Show in March 2017. The event was attended by over 600 young people from across Wirral primary, secondary and post 16 education institutions. Young people attending were met by more than 40 local employers and training providers offering excellent careers advice and 'have a go' activities. Feedback from the young people and teaching professionals was excellent.
- The Community Pilots continue to provide initiatives that are having a real impact in their local area. In Bidston/St James (Gautby Road) an Anti-Social Behaviour (ASB) youth session project has been successfully delivered and as a result ASB rates have significantly dropped in the area. The Beechwood Centre has been refurbished and is being kitted out as a food hub and community cafe with soft play area and will provide a range of activities to improve life chances in the area.
- Following the commencement of 'Connect Us' in February 2017, 15 community connectors have been employed across 14 wards in the borough. They have started building links with the Community Pilot areas as part of their role is to build a bank of volunteers.
- Although set targets have been achieved in quarter 4 for three measures associated with Domestic Violence there has been no improvement in the measures since the start of the Wirral Plan. Significant work is underway through a range of initiatives such as Tomorrows Women Wirral community based support programme and help and intervention programmes to support victims and their families.

Year End Closedown Summary

The closedown report provides the committee with an overview of progress in 2016-17 to assist with scrutiny of the effectiveness of Wirral Plan delivery. It provides analysis in relation to progress measured through the suite of 36 performance indicators related to the People Pledges compared to the start of the Wirral Plan,

with focus on the areas that did not improve in 2016-17. It also provides a summary of progress against delivery for each of the activities identified in the Pledge strategy action plans. For the People pledges a programme of 112 actions were identified to deliver the Pledge outcomes and a summary of progress for each of these is shown with agreed actions put in place by the steering groups moving forward into 2017-18.

RECOMMENDATION

That the Adult Care and Health Overview and Scrutiny Committee note the content of the report and highlight any areas requiring further clarification or action.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION

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

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 the Quarter 4 report 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 and Families 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 – Director of Children’s Services
- Children are Ready for Work and Adulthood – Director of Children’s Services
- Vulnerable Children Reach their Full Potential – Director of Children’s Services
- Reducing Child and Family Poverty (Improving Life Chances) – Fiona Johnstone
- People with Disabilities live Independent Lives – Graham Hodgkinson
- Zero Tolerance to Domestic Violence – Mark Smith

3.8 An additional report is included setting out a series of key indicators related to Adult Care and Health in response to Members requesting this performance data.

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 4 Pledge Reports

Appendix 2: Wirral Plan People Theme 2016-17 Year End Closedown Report

Appendix 3: Adult Care and Health Performance Overview – Quarter 4 2016-17

REFERENCE MATERIAL

N/A

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
People Overview and Scrutiny Committee	8 September 2016
People Overview and Scrutiny Committee	28 November 2016
People Overview and Scrutiny Committee	23 March 2017