

**Adult Care and Health Overview and Scrutiny Committee
Tuesday, 20 March 2018**

REPORT TITLE:	2017/18 Quarter 3 Wirral Plan and Health and Care Performance
REPORT OF:	Director for Health & Care (DASS)

REPORT SUMMARY

This report provides the 2017/18 Quarter 3 (October - December 2017) performance report for the Wirral Plan pledges under the remit of the Adult Care and Health Overview and Scrutiny Committee. 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 Care and Health Performance Overview is included as Appendix 2. This report has been further developed following Member feedback and includes key performance across health and social care.

Quarter Two Wirral Plan Performance Summary

- Wirral's Age Friendly Retail Pilot in the Pyramids Shopping Centre in December was successful with well over a hundred older people engaging with a range of activities and work is underway to develop the approach across the Liverpool City region.
- The most recent resident survey results provided both positive and negative feedback. There were reductions in the percentage of 50+ residents who reported feeling healthy (now 55% compared to 65% in 2015) and a smaller proportion reported feeling safe in their local area after dark (now 54% compared to 55% in 2015). However the percentage of Wirral Residents aged 50 plus stating they are satisfied with the choice of housing in their local area increased to 57% from 56% in 2015 and the percentage of Wirral Residents aged 50 plus who said they feel safe when outside in the local area during the day increased to 92% from 88% in the previous survey.
- The percentage of Wirral residents over 50 in employment improved for a fifth successive quarter and continues to close the gap between Wirral and the average across the rest of the country.
- The health related quality of life for people with long term conditions is has improved for residents since March 2016. Wirral is closing the gap on the

average across the country.

- The introduction of pre-payment cards has had a positive effect in quarter 3 which saw the number of adults reported to be in receipt of personal budgets increasing from 651 at Quarter 2 to 899.
- Adults with a learning disability who live in stable and appropriate accommodation has decreased slightly this quarter from 84.1% to 83.9% however Wirral remains ahead of the latest North West and National averages. A number of sites are being considered for Extra Care housing which if progressed would see 360 units developed
- Reporting at quarter 3 continues to illustrate the complex picture of Domestic Abuse in Wirral. The planned approach to increase awareness of domestic abuse has led to an increase in the number of high risk cases compared to the previous year. We are also supporting a higher number of children experiencing domestic abuse and are seeing a significant increase in the rate of referrals to social care for domestic abuse (age 18+ years). The intention is that in future years, once reporting levels have improved, the rate will reduce.

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/S

- 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 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 18 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 during the year. As a result of this, not all Pledges will have results each quarterly reporting period. Some indicators can be reported quarterly and some only on an annual basis. Annual figures are reported in the quarter they become available against the 2017/18 year end column.
- 3.4 For each of the indicators, a trend is shown (better, same or worse). In most cases, this is determined by comparing the latest data with the previous reporting period i.e. 2016/17 year end. In some cases, i.e. where data accumulates during the year or is subject to seasonal fluctuations, the trend is shown against the same time the previous year. This is indicated in the key at the end of the report.
- 3.5 For some indicators, targets have been set. Where this is the case, 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.
- 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 the supporting strategy action plans. The link to this web page is set out below:

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

3.7 Each of the Wirral Plan Pledges has a Lead Commissioner responsible for overseeing effective delivery. The Lead Commissioners for the Pledges in the report at Appendix 1 are as follows:

- Ageing Well in Wirral – Fiona Johnstone
- People with Disabilities live Independent Lives – Graham Hodkinson
- Zero Tolerance to Domestic Violence – Mark Smith

3.8 An additional report is included at Appendix 2 setting out a series of key indicators for the Adult Health and Care. This is in response to Members requesting that Adult Health and Care 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 – 2017/18 Quarter 3 Pledge Report

Appendix 2: Adult Social Care and Health Performance Overview – Quarter 3
2017/18

REFERENCE MATERIAL

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
Adult Care and Health Overview and Scrutiny Committee	28 June 2017
Adult Care and Health Overview and Scrutiny Committee	13 September 2017
Adult Care and Health Overview and Scrutiny Committee	28 November 2017