



# Wirral Plan – Adult Health & Care

## 2018-19 Year End Report

Wirral Plan 2020

# Wirral Plan Year End Report 2018-19 – Adult Health & Care

## ADULT HEALTH & CARE SUMMARY

### OLDER PEOPLE LIVE WELL

- Three Door Knocks took place this year in Heswall, West Kirby and Claughton with positive results. In total 1,024 doors were knocked on resulting in 211 conversations and 64 referrals. Themes from conversations and referrals ranged from parking, traffic/speeding, road conditions, more youth clubs for teenagers, carer support, transport support and changes to bus routes and services to interest in increasing the number of social groups.
- A combined total 6,228 of Wirral households, community premises and commercial businesses have opted to display a Good Neighbour Scheme (GNS) sticker in their window, proclaiming their commitment to be a 'good neighbour'. It is intended that this simple gesture will trigger conversations, bring people together, celebrate good neighbours and, serve as an established recognisable symbol of community spirit.
- Community Action Wirral now have registered 126 people aged 50+ on their volunteering portal through maintaining a volunteering presence at community events throughout Wirral, 26 more than our target. Age UK continue to hold events to give older people opportunities to meet up and reduce social isolation including increasing the number of lunch corners to 4 a week.
- Due to capacity issues the Mid-life Planning Resource was unfortunately not developed this year. Assurances have been received from partners about additional capacity to undertake this work and the action will be rescheduled to deliver in the 2019-20 action plan.

### PEOPLE WITH DISABILITIES LEAD FULL & INDEPENDENT LIVES

- The Employment rate aged 16-64 - Equality Act core or Work Limiting Disabled measure from the Office for National Statistics increased to its highest level since the Wirral Plan began (49%) in January to December 2018. It's up 4.9 percentage points since the start of the year and 11.5 percentage points since the start of the plan.
- The total number of Wirral employers signed up to Disability Confident Scheme is now 101 which is a huge improvement on the 37 from the start of the year.
- 794 people were reported to be in receipt of personal budgets at the end of 2018-19, 159 more people than when we started in 2016-17 (635).
- The percentage of annual health checks undertaken has increased to 58%. There is now a specific delivery plan in place with regular communication with GP practices.
- The proportion of people who feel supported in their long-term condition has dropped by 6.6% to 60.1%, a reduction compared to 66.7% at the start of the Plan.
- The original Travel Training service plan with HCT has unfortunately been cancelled as costs were prohibitive. Working alongside key organisations (mainly Third Sector) a business case for a consortium approach will now be developed.

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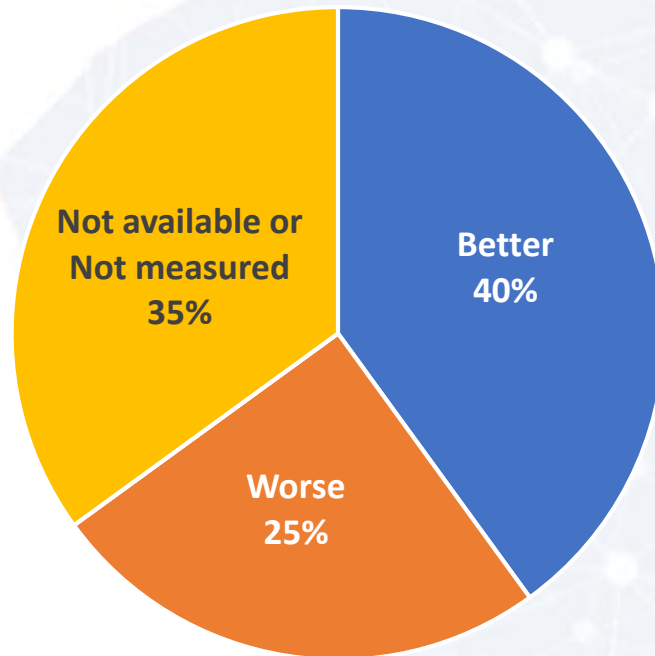
### ZERO TOLERANCE TO DOMESTIC VIOLENCE

- The charity 'Tomorrows Women Wirral' continues to provide a safe environment for women to make progress towards leading happier, healthier more fulfilled lives. Of the 24,440 visits and 1,910 referrals, 786 women disclosed domestic abuse and 926 women disclosed mental health issues. They received 9,067 volunteer hours, including one of the world's most famous women's advocates, Megan Windsor.
- The Wirral Family Support Unit supports domestic abuse victims by combining a wide range of support and enforcement agencies. The Unit now operates a 7 day a week service in order to contact all referred victims within 24 hours. 1,145 Children have been supported to overcome the effects of domestic abuse, including the 'Brave the Rage' anger management programme. The percentage of Young People assessments completed with DV factors has reduced to 27.0% since the plan start, where the figure stood at 36.7%
- A newly developed initiative called #GotTheTeeShirt is based on victims gaining support from domestic abuse survivors who have 'been there and come out the other side'. The focus is about the client rediscovering who they were prior to the relationship and helping them move safely forward; back into the community, further education, work self-esteem, parenting support or additional volunteering roles.
- The rate of referrals to social care presenting DV issues in adults has dropped to 2.80/100,000 compared to 12.62 at Plan start.

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### TREND COMPARED TO WIRRAL PLAN START

#### TREND COMPARED TO START OF WIRRAL PLAN



Adult Health & Care Trend Compared to Wirral Plan Start		
Trend	Number	%
Better	8	40%
Worse	5	25%
Same	0	0%
Not available	7	35%
<b>Total</b>	<b>20</b>	<b>100%</b>

*40% of the Measures and Indicators monitored under the Adult Health & Care theme have improved compared to the start of the Wirral Plan (or the earliest measurable date) and 25% have become worse. Several measures (35%) are taken from the Wirral Residents Survey, and therefore have no updated figures, or in the case of Domestic Abuse, deliberately not measured against a direction of travel in an effort to encourage disclosure of abuse. In these cases, a trend is not reported.*

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### OLDER PEOPLE LIVE WELL

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
Older people live well	OI01001	Proportion of residents aged 50+ volunteering on a regular basis	26.0%			N/A	Not Available
Older people live well	OI01002	Proportion of residents aged 50+ who say that they are satisfied with the choice of housing in their local area	56%		57%	✓	Better
Older people live well	OI01003	Healthy Life Expectancy at birth: Males	59.8		61.4	✓	Better
Older people live well	OI01004	Healthy Life Expectancy at birth: Females	61.8		60.3	✗	Worse
Older people live well	SM01502	Percentage of older people (aged 50+) who feel safe when outside in the local area during the day	88.0%			N/A	Not Available
Older people live well	SM01503	Percentage of older people (aged 50+) who feel safe when out in the local area after dark	55.0%			N/A	Not Available
Older people live well	SM01504	Percentage of older people (aged 50+) who reported feeling healthy	65.0%			N/A	Not Available
Older people live well	SM01505	Employment rate of people aged 50+	33.5%	39.6%	39.6%	✓	Better

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### PEOPLE WITH DISABILITIES LEAD INDEPENDENT LIVES

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
People with disabilities live independent lives	OI06001	Health related quality of life for people with long term conditions	0.698		0.7	✓	Better
People with disabilities live independent lives	OI06003	Employment rate aged 16-64 - Equality Act core or Work Limiting Disabled	37.5%		49.0%	✓	Better
People with disabilities live independent lives	SM03507	The gap in progress between pupils with a SEN statement/EHCP and their peers at Key Stage 4	0.86		0.97	✗	Worse
People with disabilities live independent lives	SM06501	Proportion of people with long term conditions who feel supported to manage their condition	66.7%		60.1%	✗	Worse
People with disabilities live independent lives	SM06506	The number of disabled people in receipt of personal budgets (including Direct Payments and Personal Health Budgets)	653		797	✓	Better
People with disabilities live independent lives	SM06507	Adults with a learning disability who live in stable and appropriate accommodation	84%		85%	✓	Better



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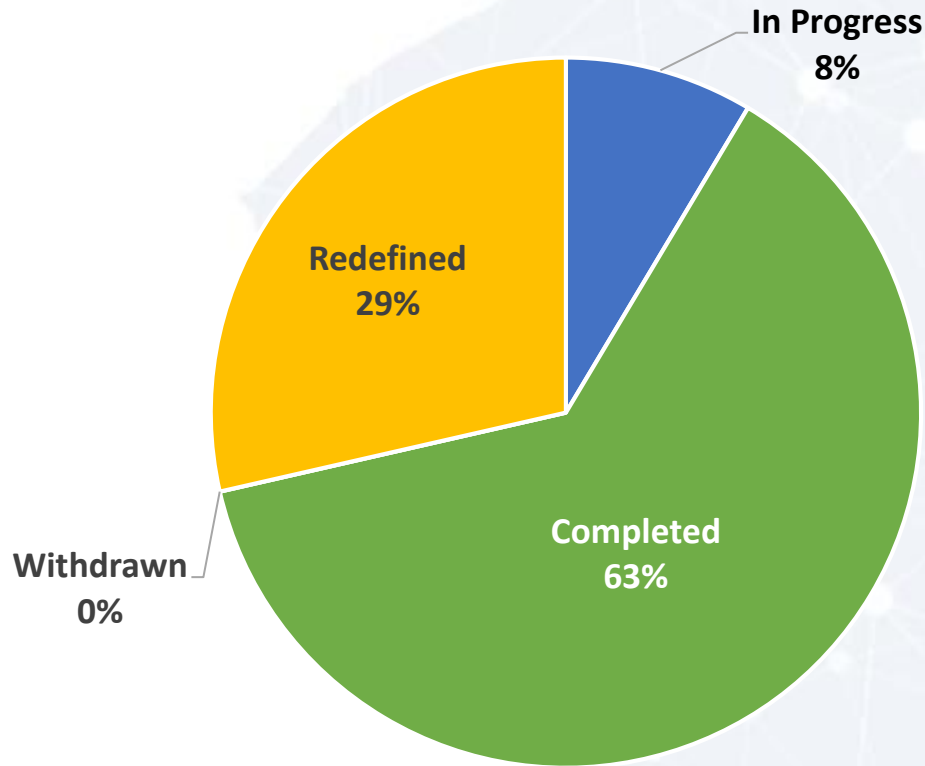
### ZERO TOLERANCE TO DOMESTIC VIOLENCE

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
Zero tolerance to domestic violence	OI07001	Wirral MARAC cases per 10,000 adult females (annualised)	54	52.4	52.4	na	Not Available
Zero tolerance to domestic violence	OI07002	Children and young people experience domestic abuse (Wirral MARAC cases)	1,287	200	1192	n/a	Not Available
Zero tolerance to domestic violence	OI07003	Percentage of incidents of repeat domestic abuse (Wirral MARAC cases)	16.0%	27.1%	27.1%	✘	Worse
Zero tolerance to domestic violence	SM07501	Number of Domestic Abuse cases referred to the Family Safety Unit (FSU)	949	295	1111	n/a	Not Available
Zero tolerance to domestic violence	SM07502	% of children and Young People single assessments completed with Domestic Violence (DV) related factors	36.7%	27.0%	27.0%	✔	Better
Zero tolerance to domestic violence	SM07503	Rate of referrals to social care presenting Domestic Violence issues (adults aged 18+ years) per 100,000	12.62	12.12	12.12	✘	Worse

## Wirral Plan Year End Report 2018-19 – Adult Health & Care

### STATUS OF ACTIONS YEAR END

#### YEAR END ACTION STATUS



Adult Health & Care Year End Action Status		
Trend	Number	%
In Progress	3	9%
Completed	22	63%
Withdrawn	0	0%
Redefined	10	29%
<b>Total</b>	<b>35</b>	<b>100%</b>

*63% of actions across the Adult Health & Care theme have been completed during 2018-19, whilst 9% continue into 2019-20. 29% of actions have been redefined, either to alter the timescales or reframe wording.*



## Wirral Plan Year End Report 2018-19 – Adult Health & Care

### ADULT HEALTH & CARE – STATUS OF 2018-19 ACTIONS

#### PLEDGE 1: OLDER PEOPLE LIVE WELL

<b>Priority 01: Being an active part in strong, thriving local communities</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Coordinate and deliver 4 Volunteers Fairs, in conjunction with future Door Knocks and recruit 100 volunteers.	Apr 2018 - Mar 2019	Completed	
Increase the opportunities for older people to meet up in pubs and cafes throughout Wirral, by introducing Companionship Evening Events at participating venues.	Apr 2018 - Mar 2019	Completed	
Lead the Liverpool City Region work to launch the Age Friendly Programme across the area.	Apr 2018 - Mar 2019	Redefined	The wording of this action has been made more specific to ensure clarity of delivery
Plan and deliver 4 Great Wirral Door Knocks to tackle isolation and support people to feel valued and part of their community.	Apr 2018 - Mar 2019	Completed	
Use our contracting/commissioning influence to increase the number of statutory/community sector partners that demonstrate their commitment to becoming Age Friendly.	Apr 2018 - Mar 2019	Completed	

<b>Priority 02: Enjoy a happy home life</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Work with registered providers and private companies to deliver 300 extra care homes.	Jul 2017 - Mar 2020	In Progress	The wording of this action has been made more specific to ensure clarity of delivery
Use intelligence from the residents' survey to identify areas where older people feel unsafe in their homes and target these areas for multi-agency action.	Apr 2018 - Mar 2019	Redefined	The wording of this action has been made more specific to ensure clarity of delivery

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<b>Priority 03: Being emotionally and physically healthy</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Deliver the Healthy Wirral Programme and look to join up opportunities for older people to be physically active and maintain their emotional health and wellbeing.	Apr 2018 - Mar 2020	Redefined	The wording of this action has been made more specific to ensure clarity of delivery
Ensure that the delivery of the dementia care pathway supports people with dementia (and their carers) to live well within their own homes and their local communities.	Apr 2018 - Mar 2019	Completed	

<b>Priority 04: Being financially secure</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Develop the Mid-life Planning Resource and promote it to employees and employers through Council and partners channels.	Apr 2018 - Dec 2018	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19

<b>Priority 05: Having better access to the right information and support</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Improve digital inclusion among older people across Wirral by promoting access to available digital resources.	Apr 2018 - Mar 2019	Completed	

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### PLEDGE 6: PEOPLE WITH DISABILITIES LIVE INDEPENDENT LIVES

<b>Priority 01: All People with disabilities are well and live healthy lives</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Deliver 300 additional Extra Care Homes in Wirral by 2020.	Apr 2017 - Mar 2020	In Progress	
Explore ways to use disability prevalence data with new and existing information to inform service provision in response to need.	Apr 2018 - Mar 2019	Completed	
Increase the uptake of Health Passports and ensure all Annual Health Checks are carried out.	Apr 2018 - Mar 2020	Redefined	The wording of this action has been made more specific to ensure clarity of delivery
Produce a guide on issues facing people moving to supported or extra care housing.	Apr 2018 - Mar 2019	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19
Support the implementation and evaluate the effectiveness of the All Age Integrated Disability Service in Wirral	Apr 2018 - Mar 2020	Completed	

<b>Priority 02: Young People and Adults with disabilities have access to employment and are financially resilient</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Produce a strategy and plan to increase the number of people with a disability having to access work opportunities.	Apr 2018 - Mar 2020	In Progress	
Promote the take up of Disability Confident accreditation (level 3) with all partners and the take up of level 1 accreditation through the commissioning and contracting of service providers and suppliers.	Apr 2018 - Mar 2020	In Progress	

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<b>Priority 03: All people with disabilities have choice and control over their lives</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Develop a website which will be the definitive place that provides easy access to information from a variety of agencies and services to people with a disability.	Apr 2018 - Mar 2019	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19
Produce an inclusive approach to hearing the voices of people with a disability to enable them to have choice and control over their lives.	Apr 2018 - Mar 2019	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19
We will increase opportunities for the introduction and uptake of Assistive Technology.	Apr 2018 - Mar 2019	Completed	
We will work to develop an all age travel training service and more people will be supported to travel independently to school, college, work or to their chosen activities.	Apr 2018 - Sep 2019	Redefined	The wording of this action has been made more specific to ensure clarity of delivery

## Wirral Plan Year End Report 2018-19 – Adult Health & Care

### PLEDGE 7: ZERO TOLERANCE TO DOMESTIC VIOLENCE

<b>Priority 01: Prevention and Early Intervention</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Commission insight work with BAME and LGBT communities on Wirral to identify scale of issue and ensure referral pathways are effective	Apr 2018 - Mar 2019	Completed	
Deliver a coordinated public awareness raising campaign which keeps domestic abuse in the public arena and gives clear messages that Wirral will not tolerate domestic abuse in any form. We will ensure key literature and support materials are accessible by hard to reach groups	Apr 2018 - Mar 2019	Completed	
Develop a Wirral Domestic Abuse Alliance website to support and advise on Domestic Abuse services and pathways	Apr 2018 - Mar 2019	Completed	
Evaluate the most effective model for Domestic Abuse risk identification and ensure all relevant staff are trained in how to use this model to recognise domestic abuse and harmful practices.	Apr 2018 - Mar 2019	Completed	

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<b>Priority 02: Provision - Children and Young People at the Heart of our Domestic Abuse Response</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Commission a Young Persons Domestic Abuse Support Service which offers 24/7 support to young people effected by Domestic Abuse and Harmful Practices	Apr 2018 - Jun 2018	Completed	
Establish clear Domestic Abuse Pathways and response / offer for Wirral's children and young people.	Apr 2018 - Mar 2019	Completed	
Review Domestic Abuse support materials currently available to Wirral schools to ensure they are fit for purpose	Apr 2018 - Mar 2019	Completed	

<b>Priority 03: Partnership - A Strong Community Co-ordinated Response</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Encourage businesses and community groups of all sizes across the borough to commit to the Zero Tolerance to Domestic Abuse Pledge, to increase awareness of Domestic Abuse support available	Apr 2018 - Mar 2019	Completed	
Ensure Wirral's Independent Domestic Violence Advocacy (IDVA) service is fit for purpose – targeted and available for periods of high demand and a service that also supports the children and young people of Wirral	Apr 2018 - Mar 2019	Completed	
Increase 3rd Sector Domestic Abuse Peer mentors outreach programme to ensure adequate provision across all high priority areas.	Apr 2018 - Mar 2020	Redefined	The wording of this action has been made more specific to ensure clarity of delivery The timescales have been refreshed in line with business priorities and action progress during 2018-19



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<b>Priority 04: Perpetrators - Make Victims Safer and Reduce Re-offending</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Commission an independent review of the Integrated Offender Management (IOM) Domestic Abuse Perpetrators Cohort to evaluate its effectiveness on managing Domestic Abuse perpetrators.	Apr 2018 - Dec 2018	Completed	
Develop a Young Persons MARAC process to manage the increasing numbers of young Domestic Abuse perpetrators.	Apr 2018 - Dec 2018	Completed	
Improve working practice between MARAC and MAPPA to manage risk, disrupt offending behaviour and ensure Domestic Abuse offenders (including serial perpetrators) are appropriately supported to change their behaviour or face the consequences of their actions	Apr 2018 - Mar 2019	Completed	
We will work with Liverpool City Region Metro Mayor, Merseyside Police Crime Commissioner, Merseyside Police and other statutory partners to ensure that they fully utilise all statutory tools and powers in combatting Domestic Abuse	Apr 2018 - Mar 2019	Completed	