

**Adult Care and Health Overview and Scrutiny Committee  
Tuesday, 19 March 2019**

<b>REPORT TITLE:</b>	<b>2018/19 Quarter 3 Wirral Plan and Health and Care Performance</b>
<b>REPORT OF:</b>	<b>Director for Health &amp; Care (DASS)</b>

**REPORT SUMMARY**

This report provides the 2018/19 Quarter 3 (October - December 2018) 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 an overview of the progress in Quarter 3 and 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 developed following Member feedback and includes key performance across health and social care.

**Quarter Three Wirral Plan Performance Summary**

- Neighbourhood Leadership Teams have now been established across 9 areas of Wirral, each with a population from 25,000 - 55,000 residents. Led by a GP Coordinator, professionals from the GP practices, community, mental health, social care and community and voluntary services are working proactively together to support people with their health and care needs.
- Age UK provide companion evenings and lunch corners and offer support to older people to attend to build their confidence. The events reduce isolation, encourage older people to make new circles of support in later life and help people maintain independence.
- Ensuring people with disabilities have stable and appropriate accommodation improves their safety, increases their independence and reduces their risk of social exclusion. The Q3 figure of 85% has steadily improved over the year, from 83.5% in Quarter 2 and by 2.3 percentage points from the start of the year. However, we are behind the latest available North West benchmark (87.8% at Q2).
- Four extra care home schemes are either completed or currently onsite, providing a total of 75 units of extra care by the end of 2019/20. The housing will increase the number of adults with a learning disability who live in stable and appropriate accommodation.

- Merseyside Jobcentre Plus has increased the number of employers who are now signed up to being Disability Confident. As of 30th November, there are 80 Wirral based employers signed up to being Disability Confident.
- In October we held the first Wirral Zero Tolerance towards Domestic Abuse Conference. A new Business Quality Mark was launched supporting businesses to tackle Domestic Abuse in their own workforce or communities around them. The conference also saw the launch of [www.Itsneverokwirral.org](http://www.Itsneverokwirral.org) a website designed to provide information and support for Domestic Abuse victims, survivors and practitioners in one place
- MARAC cases continue to rise when compared to last year. Following a reduction in staffing in the Family Safety Unit over the previous quarter, the service is now back to fully staffed and able to deal with the demand of new cases. Repeat rate of Domestic Abuse show a worsening trend over the previous 12 months. This increase was expected due to national changes in repeat criteria and we will continue to monitor over the remainder of the plan.

## **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 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. 2017/18 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 Hodgkinson
- Zero Tolerance to Domestic Violence – Mark Camborne

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 – 2018/19 Quarter 3 Pledge Report

Appendix 2: Adult Social Care and Health Performance Overview – Quarter 3  
2018/19

## **BACKGROUND PAPERS**

### **SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
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
Adult Care and Health Overview and Scrutiny Committee	20 March 2018
Adult Care and Health Overview and Scrutiny Committee	27 June 2018
Adult Care and Health Overview and Scrutiny Committee	12 September 2018
Adult Care and Health Overview and Scrutiny Committee	27 November 2018