

Appendix 1

Wirral Plan Adult Care and Health Committee 2018-19 Quarter 3 Reports



Older people live well

Overview from Lead Cabinet Member

The Heswall and West Kirby Door Knocks took place in Q3 with 6 Partner Organisations were involved. 603 Doors were knocked on resulting in 120 conversations and 49 Referrals. A third door knock was postponed from December to January due to bad weather. Community Action Wirral have continued to attend community events to promote volunteering and now have 96 people ages 50+ registered on the volunteer portal, just 4 away from our target of 100 for the year.

The average number of people attending lunch corners held by Age UK increased from 46 to 47 people in Q3 whilst companionship evenings attendance decreased from 15 to 8, possibly due to the bad weather. Age UK 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.

Following the success of the Age Friendly programme in Wirral, we're continuing to expand the programme into the Liverpool City Region, working with retailers to prepare for a provisional launch date of 1st April 2019.

We're on track to deliver more than the original target of 300 units of additional care homes however original timescales won't be met due to the impact of the significant delay on the Government decision regarding funding for Extra Care schemes. Four schemes are completed or on site (75 units) and four more schemes are due to be fully completed by the end of 2021/22 (387 units).

Neighbourhood Leadership teams have been set up across 9 areas of Wirral. Each team is made up of representatives from each of the practices, community, mental health and social care and community and voluntary services and their role is to foster the shared neighbourhood identity and understand how well the services work together. They'll look at where services can improve to provide better outcomes for their populations and understand the health and care needs of their communities and how they might generate local solutions to specific local needs. They aim to reduce variation in care and processes that are not necessary to meet specific needs of individuals or communities.

The Dementia Strategy Board are publishing a report in the coming weeks with findings from a recent review of a Clinical Commissioning Group survey and other stakeholder engagement. The report along with refreshed Joint Strategic Needs Assessment data will feed a strategy which will launch in April and run for 4 years. The strategy will focus on the key elements of the dementia pathway (preventing well, diagnosing well, supporting well, living well and dying well).

Finally, the employment rate for people aged 50+ dipped slightly to 39.4% after hitting it's highest point since the plan began in Q2 (40.6%). The employment rate for people aged 50+ has increased by 17.6% since the start of the plan.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Proportion of residents aged 50+ volunteering on a regular basis	Annual Higher is better	26% (Oct 2015)		26% (Dec 2017)						n/a	The proportion of Wirral Residents aged 50 plus who say they volunteer at least once a month remained the same as 26% reported in the previous survey in 2016.
Proportion of residents aged 50+ who say that they are satisfied with the choice of housing in their local area	Annual Higher is better	56% (Oct 2015)		57% (Dec 2017)						n/a	The percentage of Wirral Residents aged 50 plus stating they are satisfied with the choice of housing in their local area increased from 56% reported in the previous survey in 2016.
Healthy Life Expectancy at birth: Males	Annual Higher is better	59.8 (Jan 2011- Dec 2013)	England: 63.3 (Jan 2014 - Dec 2016) North West: 60.9 (Jan 2014 - Dec 2016)	61.1 (Jan 2013 - Dec 2015)					61.4 (2014-16)	Better	It's encouraging that the healthy life expectancy at birth for males continues to improve on the baseline (Wirral Plan start). This data comes from the public health outcome framework. Whilst data is released annually in November, there is a significant time lag. The latest data relates to 2014-16.
Healthy Life Expectancy at birth: Females	Annual Higher is better	61.8 (Jan 2011- Dec 2013)	England: 63.9 (Jan 2014 - Dec 2016) North West: 62.0 (Jan 2014 - Dec 2016)	61.7 (Jan 2013 - Dec 2015)					60.3 (2014-16)	Worse	It's disappointing to see that the healthy life expectancy at birth for females has worsened. The healthy life expectancy at birth for females also decreased across the North West and the rest of the Country. This data comes from the public health outcome framework. Whilst data is released annually in November, there is a significant time lag. The latest data relates to 2014-16.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend	Comment
Percentage of older people (aged 50+) who feel safe when outside in the local area during the day	Annual Higher is better	88% (Oct 2015)		92% (Dec 2017)						n/a	The percentage of Wirral Residents aged 50 plus who said they feel safe when outside in the local area during the day increased from 88% reported in the previous survey in 2016.
Percentage of older people (aged 50+) who feel safe when out in the local area after dark	Annual Higher is better	55% (Oct 2015)		54% (Dec 2017)						n/a	The percentage of Wirral Residents aged 50 plus who said they feel safe when outside in the local area after dark decreased from 55% reported in the previous survey in 2016.
Percentage of older people (aged 50+) who reported feeling healthy	Annual Higher is better	65% (Oct 2015)		58% (Dec 2017)						n/a	The percentage of Wirral Residents aged 50 plus who reported feeling healthy decreased from 65% reported in the previous survey in 2016.
Employment rate of people aged 50+	Quarterly Higher is better	33.5% (Jun 2015)	England: 42.0% (Oct 2017 - Sep 2018) North West: 39.4% (Oct 2017 - Sep 2018)	37.0% (Jan - Dec 2017)	38.4% (Q1 2018-19)	40.6% (Q2 2018-19)	39.4% (Q3 2018-19)			Worse	Latest figures are for Q3 2018-19 and refer to the period October 2017-September 2018. The latest Employment rate aged 50+ measure from the Office for National Statistics is 39.4%. Whilst this has dipped from last quarter it's 5.9 percentage points higher than at the start of the Wirral Plan. We're performing the same as our North West neighbours (39.4%) and is below the National average (42%).

People with disabilities live independent lives

Overview from Lead Cabinet Member

The number of adults with a learning disability who live in stable and appropriate accommodation has increased again to 85% this quarter (up from 83.5% in Q2 and from 82.7% from the start of the year). Wirral is on track to deliver more than the original target of 300 units of additional care homes however original timescales won't be met due to the impact of the significant delay on the Government decision regarding funding for Extra Care schemes. Four schemes are completed or on site (75 units) and four more schemes are due to be fully completed by the end of 2021/22 (387 units).

We're working hard to meet the national target of 75% disabled people completing annual health checks by 2020. Currently around 50% of disabled people complete annual health checks in Wirral however anecdotal evidence indicates that this figure is under-reported. We are working with Wirral Intelligence Service to address potential coding issues with GP practices and providing an information pack to practices to raise awareness of the importance of this task. We will undertake a cross check with payments and number of health checks reported. Health passports will increase proportionally as they are an outcome of the annual health checks.

Merseyside Jobcentre Plus has made great inroads into increasing 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 with 1 at level 3 Disability Confident. Employer sign up events are being held by Jobcentre Plus and their staff are advising employers that being Disability Confident can support their recruitment and retention policies. Wirral Council is already a Disability Confident employer and working towards Level 3.

The Live Well Directory has been developed to provide easy access to information and support vacancy management. Live Well will share basic service profile content with the Best You App so that users of the app can identify services "near me" and can easily access comprehensive information on the service. Reviews of how Live Well supports carers and how autism services are represented are planned in the new year. A specification has been produced for a self-help tool to support social prescribing.

We're pursuing a 'payment by results' Travel Training option with HCT Group and the National Lottery with the formal award expected in June 2019. A programme will be ready for delivery last quarter of 2019.

A number of settings have been agreed to trial home smart monitoring and extra-care facilities will be included, incorporating people with dementia, people with learning disabilities and older people. Opportunities to deploy medication management technologies are being explored as well as platforms to support the safe and secure use of GPS tracking technologies. Following positive results, a pilot scheme examining the use of electronic care planning with domiciliary care providers has been extended until May 2019 and the residential home version of Safe Steps, a falls risk reduction app has been launched.

The first items from the "innovation" fund are about to be purchased to test an interactive projector system to aid learning / memory and provide stimulation to people with disabilities and people with dementia and a biometric locking system for an extra care facility to improve security.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Health related quality of life for people with long term conditions	Annual Higher is better	0.698 (Jul 2014 - Mar 2015)	England: 0.737 (Jan-Mar 2017)	0.700 (Jan-Mar 2017)						n/a	Health-related quality of life for people with long-term conditions improved to 0.700 in Jan-Mar 2017 compared to 0.695 the previous period but falls short of the average for the rest of England (0.737). This data is captured by NHS England through the GP Patient Survey and reported as part of the NHS Outcomes Framework.
Employment rate aged 16-64 - Equality Act core or Work Limiting Disabled	Quarterly Higher is better	37.5% (Jul 2014 - Jun 2015)	England: 54.1% (Oct 2017 - Sep 2018) North West: 50.4% (Oct 2017 - Sep 2018)	44.1% (Jan - Dec 2017)	47.5% (Apr 2017 - Mar 2018)	48.8% (Jul 2017 - Jun 2018)	45.8% (Oct 2017 - Sep 2018)			Worse	The Employment rate aged 16-64 - Equality Act core or Work Limiting Disabled measure from the Office for National Statistics has dipped in Q3 from it's high last quarter to 45.8%. It's up 3.8% since the start of the year and 22.1% since the start of the plan.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend	Comment
The gap in progress between pupils with a SEN statement/EHCP and their peers at Key Stage 4	Annual Lower is better	(n/a)	England: 1.11 (2016-17 Acad Year) North West: -1.05 (2016-17 Acad Year)	1.21 (2016-17 Acad Year)					0.97 (2017-18 Acad Year)	Better	Non SEN 0.13, Statement/EHCP -0.84
Proportion of people with long term conditions who feel supported to manage their condition	Annual Higher is better	66.7% (Jul 2014 - Mar 2015)	England: 59.6% (Jan-Mar 2018)	67.2% (Jan-Mar 2017)					60.1% (Jan- Mar 2018)	Worse	The proportion of people who are feeling supported to manage their condition is 60.1% for the period January 2018 - March 2018. This has reduced from 67.2% the previous year. Whilst this reduction is disappointing it reflects the sentiment across the rest of the country. The national average is 59.6%, down from 64% last year.
The number of disabled people in receipt of personal budgets (including Direct Payments and Personal Health Budgets)	Quarterly Higher is better	(n/a)		Total: 808 Adults: 605 Childrens: 203 (Q4 2017-18)	Total: 831 Adults: 616 Childrens: 215 (Q1 2018-19)	Total: 779 Adults: 606 Childrens: 173 (Q2 2018-19)	Total: 801 Adults: 610 Childrens: 191 (Q3 2018-19)			Better	22 more people are in receipt of personal budgets this quarter. 610 adults were reported by the Department of Adult Social Services to be in receipt of personal budgets (up from 606 last quarter). 191 young people were in receipt of personal budgets, up from 173 last quarter.
Adults with a learning disability who live in stable and appropriate accommodation	Quarterly Higher is better	(n/a)	North West: 87.8% (Q2 2018-19)	82.7% (2017-18)	82.8% (Q1 2018-19)	83.5% (Q2 2018-19)	85.0% (Q3 2018-19)			Better	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 increased again from last quarter (83.5) and has increased by 2.3 percentage points from the start of the year. However we're still behind the latest available North West benchmark (87.8% at Q2). There has been an increase in Extra Care schemes throughout the borough, which aims to increase the number of adults with a learning disability who live in stable and appropriate accommodation.

Zero tolerance to domestic violence

Overview from Lead Cabinet Member

In October we held the first Wirral Zero Tolerance towards Domestic Abuse Conference. It was pleasing to open the conference by announcing that Wirral Council will be following the example of New Zealand and Canada by providing leave to support employees who are experiencing Domestic Abuse. Moving forward we will be encouraging organisations to tackling Domestic Abuse in their own workforce or communities around them, offering training toward a Zero Tolerance to Domestic Abuse Business Quality Mark. The training run by Involve North West, covers recognising the signs that someone may be subject to Domestic Abuse, providing a safe space and the opportunity to disclose and where to refer if a disclosure is made (using 'Recognise/Respond/Refer'). A number of organisations having completed their training received the Quality Mark award during the conference. The conference also saw the launch of www.Itsneverokwirral.org, a website designed to provide information and support for Domestic Abuse victims, survivors and practitioners in one place. It aims to clearly signpost resources available to residents. A communications and marketing campaign was run alongside this and highlight that domestic abuse is not only physical with a key message that It's Never Ok.

Wirral supported 16 days of Activism in November aimed at to dispel harmful myths and misconceptions around Domestic Abuse, which may hamper survivors from accessing vital support. Wallasey and Birkenhead Town Hall glowed orange for the weekend from 23rd - 25th November, in solidarity with the campaign theme and colours. Tranmere Rovers Football Club also dedicated a home game to the day, on 24th November, supporting the #ItsNeverOk campaign.

In addition we have launched the pilot of an out of hours IDVA provision over high/peak demand periods (eg weekends and bank holidays). The IDVA service is now back to a fully staffed service and we are able to deal with the demand of new cases.

As part of our priority for Prevention and Early Intervention of Domestic Abuse, we have commissioned a social research group, Revealing Reality to work collaboratively with stakeholders to identify the scale, size and complexity of BAME and LGBT populations who have experience Domestic Abuse in Wirral.

There are a number of risks and challenges that the board are proactively addressing, these include

- 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 IDVA service is now back to a fully staffed service and we are 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.
- It is disappointing to note a joint LCR bid to purchase licences for all Merseyside Local Authorities to use an updated Barnardos tool assessing the impact of Domestic Abuse on children was not successful. Securing funding to purchase this tool remains a priority and alternative funding channels are being explored.
- Following the publication of a draft specification to review the effectiveness of the Integrated Offender Management programme, Liverpool John Moores University have applied for funding to support their research. We are awaiting confirmation of this funding being secured and this priority remains at risk whilst we explore funding options.

We are delighted that the Safer Wirral Hub has been shortlisted for the highly prestigious Local Government Chronicle (LGC) Awards for 2019 in the Public/Public Partnership category. This is a great testament to this unique partnership which brings together all the public and community safety functions of Wirral Council, Merseyside Police and Merseyside Fire & Rescue Service into one single management structure and operations base.

It is good to see that in February a workshop has been arranged for the Domestic Abuse Alliance to agree next years priorities and work programme.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Number of domestic abuse Wirral MARAC cases per 10,000 adult females (annualised)	Quarterly	54.0 (2014-15)	Most Similar Force Group: 52.0 (Oct 2017-Sep 2018) National: 38.0 (Oct 2017-Sep 2018)	52.3 (Apr 2017-Mar 2018)	52.5 (Jul 2017-Jun 2018)	59.3 (Oct 2017-Sep 2018)	63.7 (Jan-Dec 2018)			n/a	There were a total of 873 cases that were dealt with at MARAC in the 12 months prior to December 2018. This equates to 63.7 cases per 10,000 female population and is a significant increase on the same in the previous year (53.2). The volume of cases at MARAC was highlighted at the MARAC self-assessment and will be an agenda item at the next MARAC steering group.
Children and young people experience domestic abuse (Wirral MARAC cases)	Quarterly	1,289 (2014-15)		1,302 (2017-18)	334 (Apr-Jun 2018)	394 (Jul-Sep 2018)	264 (Oct-Dec 2018)			n/a	Data is for the period October-December 2018 and is higher than the same period last year (208). We now have a Children and Young Peoples (CYP) Safeguarding Advisor agency worker in the Family Safety Unit who will complete checks on all MARAC cases. This means the figure is likely to increase in future as extra children are identified from CYP databases.
Percentage of incidents of repeat domestic abuse (Wirral MARAC cases)	Quarterly Lower is better	16.0% (2014-2015)	Most Similar Force Group: 33.0% (Oct 2017-Sep 2018) National: 28.0% (Oct 2017-Sep 2018)	28.3% (Apr 2017-Mar 2018)	26.1% (Jul 2017-Jun 2018)	32.0% (Oct 2017-Sep 2018)	32.9% (Jan-Dec 2018)			Worse	Data is for repeat MARAC cases over the previous 12 month period and shows an increase compared previous quarter (32.9% compared to 29%). This equate to 287 out of 873 cases. We are also expecting an increase to around 40% (predicted by SafeLives) in the coming year due to a change in the criteria for repeat referrals.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend	Comment
Number of Domestic Abuse cases referred to the Family Safety Unit (FSU)	Quarterly	949 (2014-15)		928 (2017-18)	276 (Apr-Jun 2018)	258 (Jul-Sep 2018)	282 (Oct-Dec 2018)			n/a	From October to December 2018 there were 282 referrals to the Family Safety Unit. This is an increase of 27.6% compared to the same quarter last year (221). Referrals from police form the majority of referrals and have increased slightly from 65% to 67% of total referrals.
% of children and Young People single assessments completed with Domestic Violence (DV) related factors	Quarterly Lower is better	(n/a)		33.3% (Apr 2017-Mar 2018)	35.2% (Apr-Jun 2018)	32.4% (Apr-Sep 2018)	28.2% (Apr-Dec 2018)			Better	Data is for the period April - December 2018. At 28.2% shows an improvement on the same period in the previous year (34.3%) and overall performance for 2017-18 (33.3%). Statistics for children subject to a second or subsequent child protection plan for 2018-19 is 32.4%, further analysis identifies key issues for these families such as drug/alcohol issues and domestic abuse.
Rate of referrals to social care presenting Domestic Violence issues (adults aged 18+ years) per 100,000	Quarterly Higher is better	(n/a)		21.30 (Apr 2017-Mar 2018)	3.42 (Apr-Jun 2018)	6.52 (Apr-Sep 2018)	8.40 (Apr -Dec 2018)			Worse	Data is for the period April-December 2018. This is significantly lower when compared to the same period last year (16.56) and represents 27 referrals for Domestic Violence which represents 2.7% of total Safeguarding enquiries for the period.

Report Key

Trend - Performance is shown as Better, Same or Worse compared with the last reporting period except for: % of children and Young People single assessments authorised with Domestic Violence (DV) related factors, Rate of referrals to social care presenting Domestic Violence issues (adults aged 18+ years) per 100,000 which are compared with same period the previous year.

Target - Where targets apply, these are shown as either Blue, Green, Amber, Red based on the agreed tolerance range for individual measures.

Action - These are shown as either:

- Green (on track to deliver on time)
- Amber (off track but action being taken to deliver on time)
- Red (off track and won't deliver on time)