

Appendix A1 Q3 – ADULT SOCIAL CARE & PUBLIC HEALTH

Rate of permanent admissions to residential and nursing care homes of older people aged 65+ (per 100,000 population)



Baseline: 2017	952.4
Three-year target: March 2020	628.2
Ten-year target: March 2027	592
Actual: Q3 2018/19	454.2

Comment: The success of the Adult Social Care (ASC) “Care Close to Home” programme has driven down the rate of admissions to permanent residential or nursing care. The forecast for the 2018/19 financial year is that the rate at the end of March 2019 will be around 450 per 100,000 which is considerably better than both the three- and ten-year targets set in the Corporate Plan. The national average for 2017/18 was 585.6 per 100,000 meaning that the Isle of Wight is on schedule to be ahead of its original Corporate Plan ten-year target and the national average by the end of the 2018/19 financial year.

Percentage of all people in receipt of ASC supported to live at home



Baseline: 2017	27.3
Three-year target: March 2020	35
Ten-year target: March 2027	60
Actual: Q3 2018/19	34

Comment: This reflects the reducing reliance on residential care and is a success factor linked to “Care Close to Home”

Number of households in temporary accommodation



Baseline: 2017	179
Three-year target: March 2020	150
Ten-year target: March 2027	100
Actual: Q3 2018/19	175

Comment: Figure correct as at the end of December 2018. Although performance has improved (reduced) by seven since November, the number of households in temporary accommodation remain around its highest level since early 2009.

Number of Extra Care Units available on island



Baseline: 2017	0
Three-year target: March 2020	150
Ten-year target: March 2027	700
Actual: Q3 2018/19	0

Comment: Design and development work continues with housing providers and investors to deliver new housing options by 2020.

Key Activities

Champion the needs of the Island's community in the development & implementation of the NHS sponsored Hampshire & Isle of Wight Sustainability Transformation Plan/Programme (STP)

The recently revised Hampshire and Isle of Wight (HIOW) Sustainability and Transformation Plan/Programme (STP) was endorsed by the Health and Wellbeing Board and the council's Cabinet. It endorses the need for the development of a local integrated health system/partnership based around the Local Care Board. Work is ongoing to identify the key elements of the health and care strategy that would inform the work of the system/partnership.

Revise and refresh the terms of reference for, and the operation of Health and Wellbeing Board (HWB); ensuring that it is an effective strategic driver of community wellbeing for the Island

Revised terms of reference have now been drafted and relevant parties will be consulted prior to consideration by the Health and Wellbeing Board in April 2019.

Develop and implement a clear plan, process and system for securing the integrated delivery of local health and care services

Multiple workstreams are in place for the Rehab, Reablement and Recovery (R, R & R) project and meetings are starting to be joined up. A proposal for R, R & R has been drafted and will go to the relevant leadership groups for sign-off and agreement. Operational integration is being picked up under the Community Services Redesign. Accident & Emergency Delivery Board are reviewing bedded care of rehab and there is an ongoing wider review of 'step-up, step-down' provision. The Alliance Group is working well and exploring various integrated methods of delivery. There are other emerging workstreams around integrated mental health and integrated Learning Disability Teams.

Complete the implementation of integrated locality services (ILS) and an integrated access hub with Isle of Wight NHS Trust

The Urgent and Emergency Care project is now being re-scoped. A Managing Director, a Clinical Director and a Project Lead have been appointed. The focus within the Integrated Care System is on frailty, discharge and flow and prevention. Health and ASC are working closely to continue to develop ILS.

<p>Implement an agreed three-year delivery plan for the ‘Care Close to Home’ strategy based on the principles of person centred practice and support & making best use of the additional Improved Better Care Fund monies</p> <p><i>The ‘Care Close to Home’ programme encompasses all Adult Social Care transformational activity and is monitored monthly by the ASC Transformation Programme Board. All activity is mapped against seven pillars shown below:</i></p> <ul style="list-style-type: none"> • <i>Promote well-being</i> • <i>Improve well-being</i> • <i>Protect well-being</i> • <i>Competent, confident and critical thinking colleagues</i> • <i>Commissioning to secure both value and impact</i> • <i>Person centred practice, care and support</i> • <i>Integration and Partnerships</i>
<p>Develop a robust and effective processes for securing annual Better Care Fund (BCF) agreements with the IW CCG with appropriate action plans and to ensure significant increase in joint commissioning activity</p> <p><i>i-BCF is in its third and final year (2019/20) so there is a need to wrap up the sustainability plans for all services tied up, e.g. Living Well. The current BCF plan expires at the end of March and we are still awaiting national guidelines to develop 2019/20 BCF plan. Local Care Board anticipates a process for reviewing and updating programmes in the current BCF and the roll-over of the current Section 75 agreement that is in place.</i></p>
<p>Deliver demonstrable improvements in adult safeguarding practice using the principles of ‘Making Safeguarding Personal’ and ensure a high quality and consistent approach in the council and its partners thereafter</p> <p><i>The safeguarding action plan remains ongoing and managed by the safeguarding lead. The quarterly safeguarding reports go to Safeguarding Adults Board, which is independently chaired and the Director of Adult Social Services attends. A project plan is being developed for the tasks required under the Principal Social Worker role. Part of this plan includes the introduction of a new policy form that draws on the strengths-based elements of assessments, is person-centred and features Making Safeguarding Personal. This will improve the overall quality of care management.</i></p>
<p>Revise the Health and Wellbeing Strategy and ensure support from partners in its delivery and application</p> <p><i>A workshop is planned to be held in April that will review the progress of the Health and Wellbeing Strategy against each of the priorities and identify further support needed and future actions to fully deliver against this strategy. It is planned that a report by the Health and Wellbeing Board manager identifying progress made so far will be available for review at this workshop.</i></p>
<p>Build on the robust short terms arrangements put in place for the continued delivery of sexual health, substance misuse and 0-19 (school nursing and health visiting) services and develop a plan for the long-term delivery of the services</p>

Substance misuse – following a rapid period of mobilisation the island’s drug and alcohol service IRIS transferred to Inclusion IOW on the 1 December 2018.

Sexual health – we have had a failed tender for this service. Feedback from potential providers is that the proposed contract value was not adequate to deliver a clinically led service that meets national standards and best practice. The feedback will be considered in any re-tendering exercise

0-19 - The Trust has signed the contract for the service extension to August 2019 and negotiations have begun to extend again to align the contract end date with the start of the next contract.

Update the Joint Strategic Needs Assessment (JSNA) ensuring the data is relevant, current and informs decision making at all levels of the council

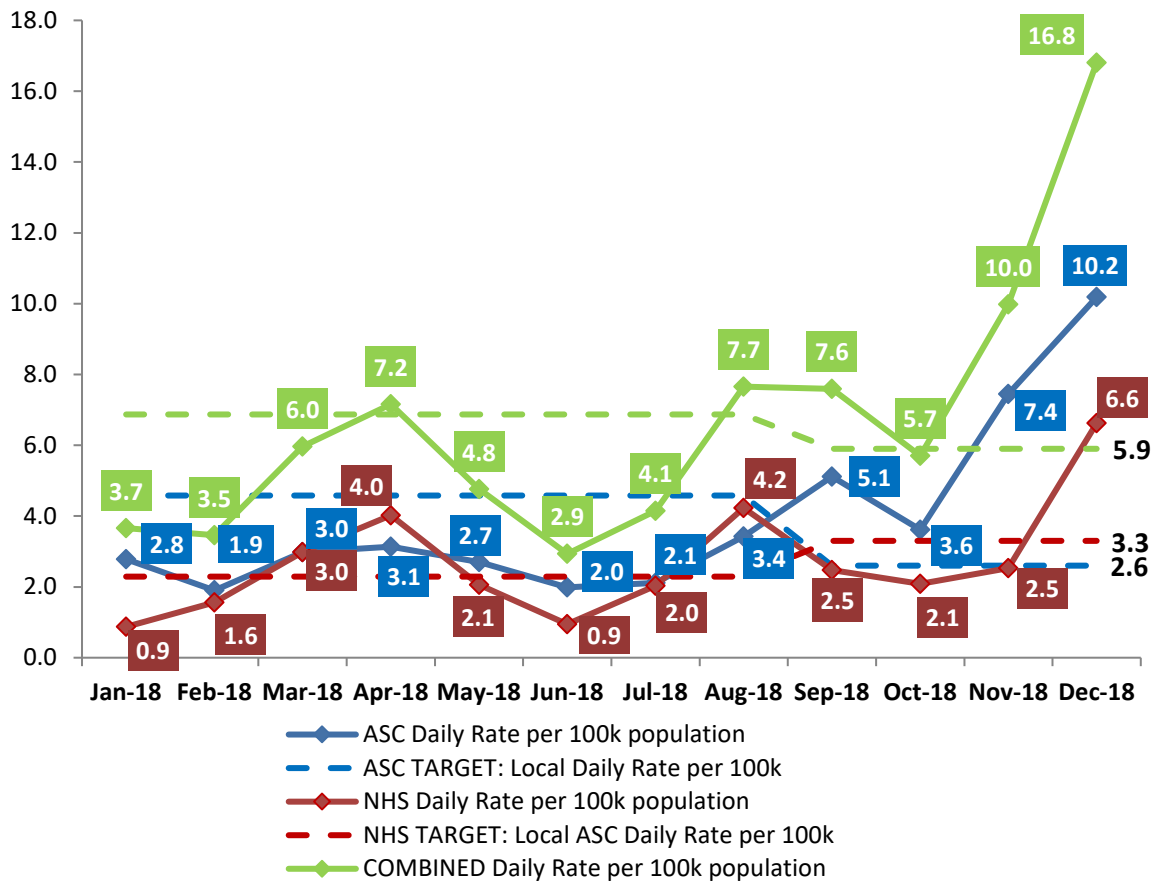
The sexual health work and equality and diversity updates have been completed, with the housing, life expectancy and mortality topic briefings due to be completed during the next quarter.

The rest of the forward plan is on target to be delivered by Sept 2019 which is 12 months from the original plan date

Short Term Measures

Adult Social Care

Average daily rate of Delayed Transfers of Care (DTOC) per 100,000 due to Adult Social Care

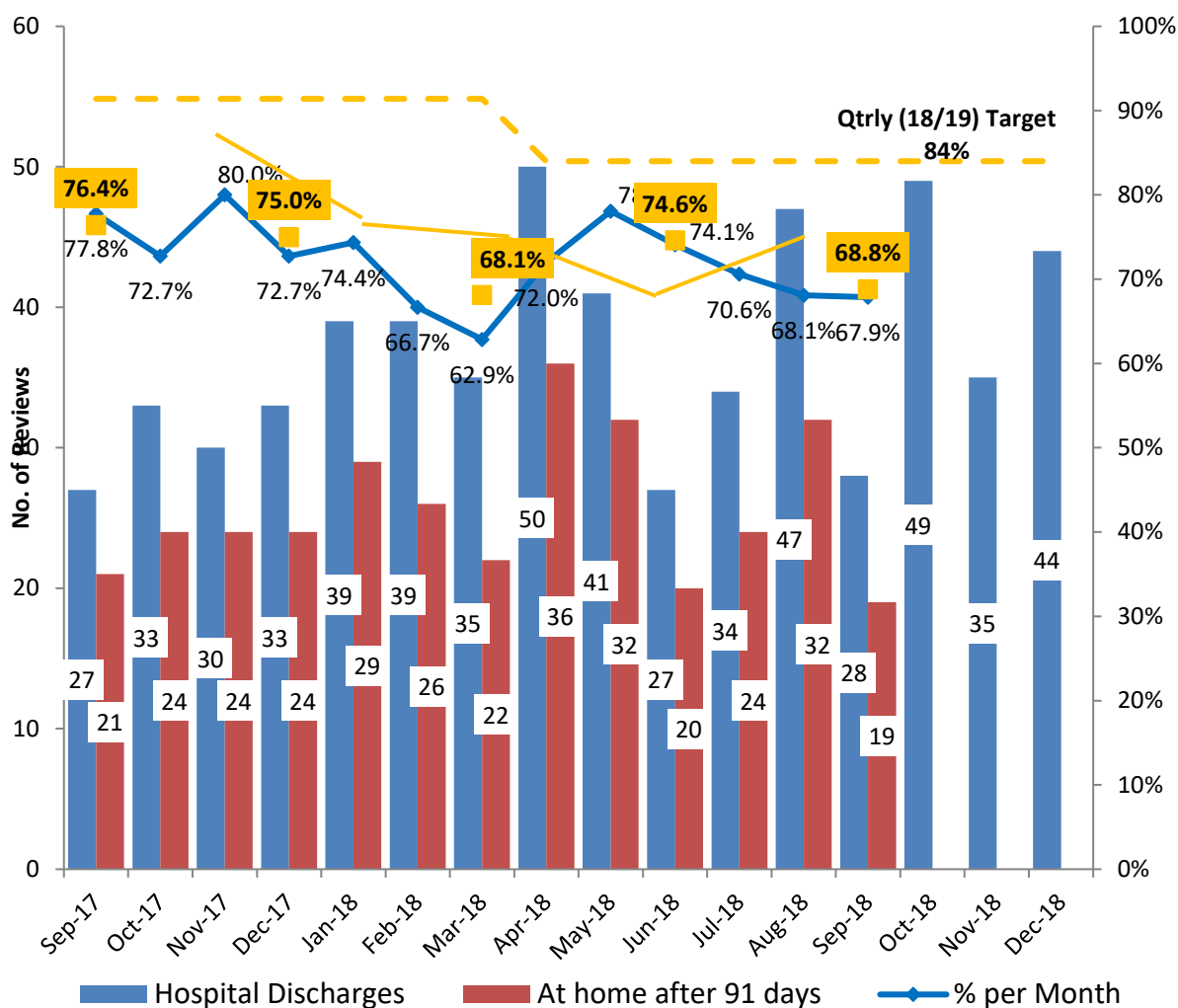


Performance in December sees NHS and ASC both significantly above the required local daily rate per 100k targets. This therefore means the combined rate is also above target. Figures for December are the highest they have been in over 12 months with ASC at 10.2, NHS at 6.6 and a combined rate of 16.8.

DTOC figures for December 2018 have been the highest reported since the new verification process had begun. There have been specific challenges in relation to supporting discharge for five or six individuals which have experienced over 150 bed days in the month between them.

Benchmark - The Isle of Wight has performed well in comparison to its regional group neighbours for most of the year but in November 2018 the figure has increased considerable and is now 223.4 days per 100k population aged 18+ that are attributable to social care. In the SE region this was 98.2 days per 100k population aged 18+.

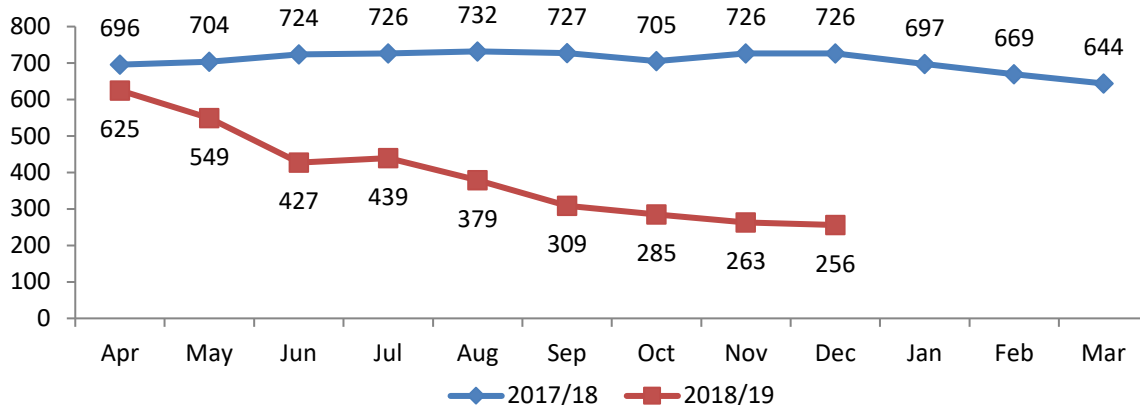
Proportion of older people (65+) still at home 91 days after discharge from hospital into reablement / rehabilitation services



NEW - Quarterly figures for proportion of older people (65+) receiving reablement services following discharge from hospital. There is a time lag of one month for discharge figures from the NHS. Where the last month in the quarter is not available an average of the previous two months is used to calculate a provisional quarterly percentage.

Of the nine people in September that were not at home after 91 days, four were readmitted into hospital, one went into residential care and four people died.

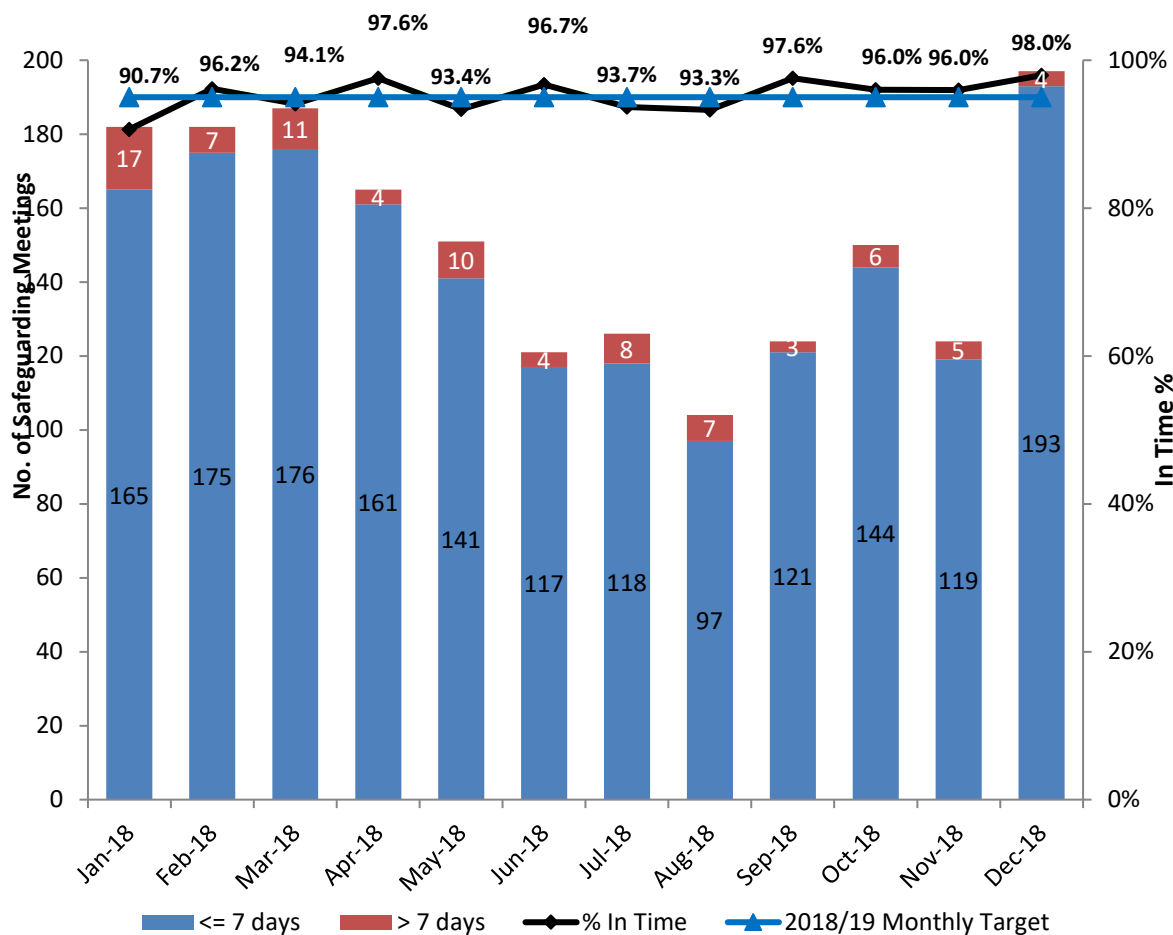
Number of outstanding Deprivation of Liberty Standards (DoLS) Assessments



There were 41 applications received in December 2018 which compares to 59 last month and 58 in December 2017. 48 assessments were completed, with 34 authorised, two not granted and 12 circumstances changed. There were 12 requests ended in December (four returned home, five died and three moved). The numbers of applications awaiting assessment dropped again in December from 263 to 256 and from 625 in April (December 2017 there were 726 outstanding).

New requests in December were down, 18% below predicted long-term average which is largely due to seasonal/holiday fluctuation. This brings the year-to-date average to 94% of projected figure for 2018/19 with January likely to be a busy month for referrals. Authorisations continue to fall in December as expected due to the reduction of OT Practice 'backlog project' work and managing incoming 'business as usual' with existing budgets. The number of completions and authorisations should level off for the next three months, and likely take another dip in April 2019 as the OT Practice funding will be largely exhausted.

Percentage of safeguarding meetings held within seven days of the referral being received.

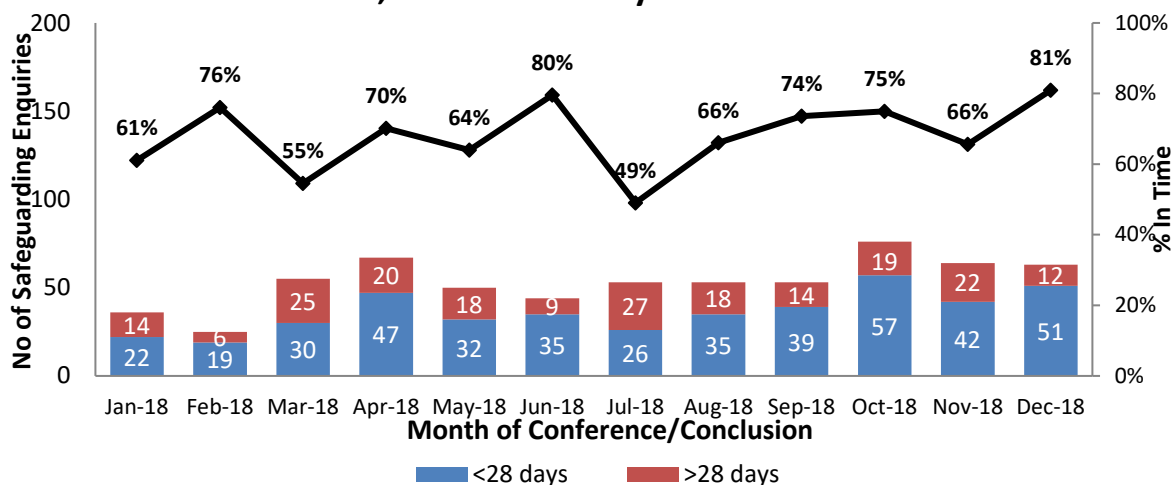


The team continue to work toward meeting the 7-day timescale and are achieving this well even though there has been a significant increase in the amount of concerns referred to the team.

Percentage of adult safeguarding case conferences held within 28 working days of the safeguarding planning meeting

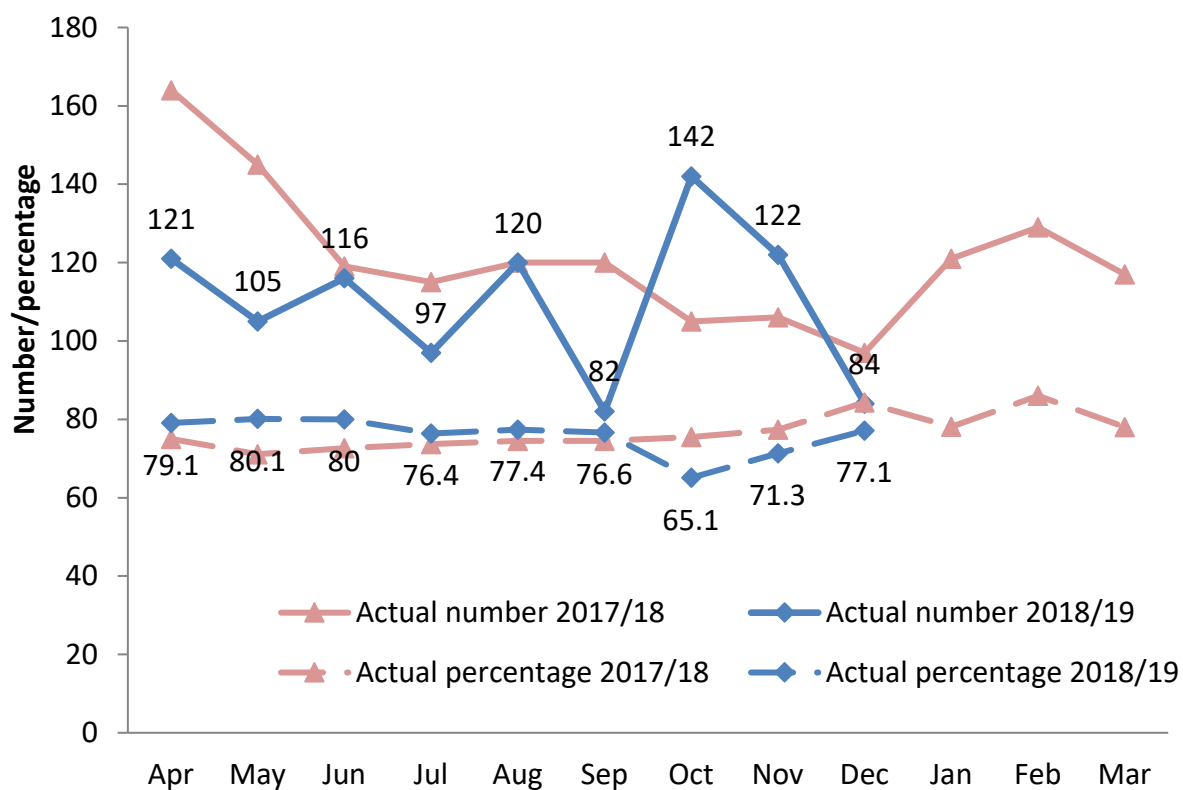


Number of S42 Enquiries Conferenced/Concluded per month, and their 28-day timeliness



The 28-day timescale numbers are higher due to the amount and complexity of cases currently. The team are concentrating on the volume of cases that are being referred and taking action as required. The Christmas bank holiday and leave period have also had an impact on practitioners' ability to chase closures.

Percentage of adult social care assessments completed within 28 days of the initial contact referral



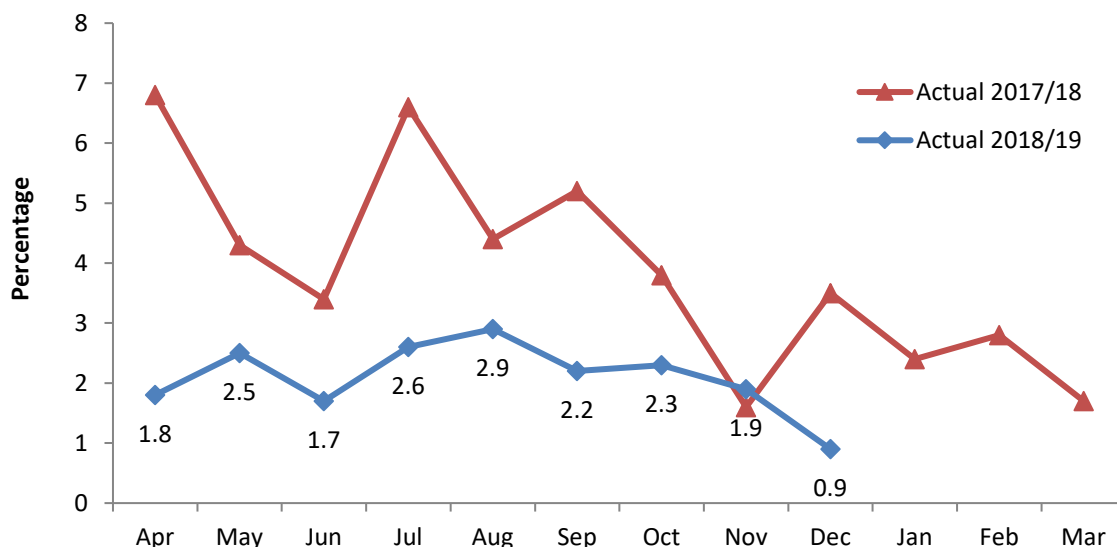
Completed 'Your Needs Assessments' remain at a steady level with the authorisation rate remaining at a similar proportion. The percentage completed on time throughout the 2018/19 financial year is comparable to the previous year.

The number of outstanding reviews also continues to decrease and has fallen from 332 in September to 205 in December. The number of reviews more than three months overdue has also decreased significantly from 164 to 106 in the same period.

Number of admissions to permanent residential or nursing care as a percentage of all initial contact



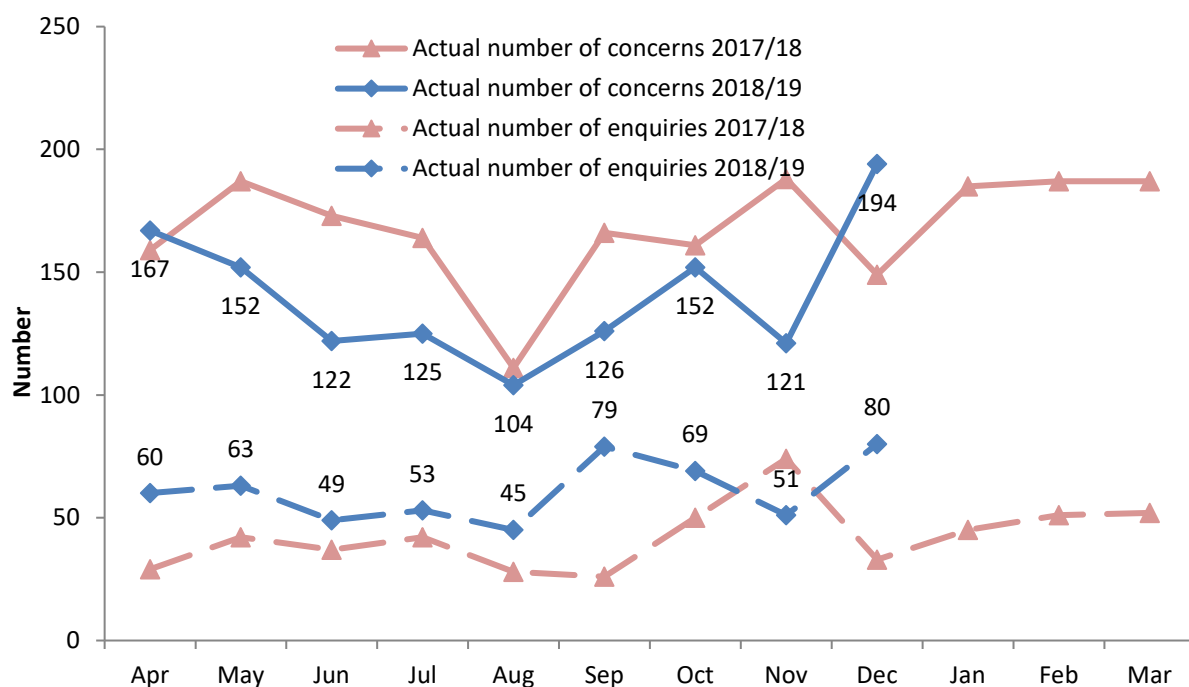
Admissions to permanent residential/nursing care as a percentage of all initial contact



This figure has been consistently low for several months. Downward trend is positive and represents residential or nursing care being seen as a last resort solution allowing more people to remain in their own homes. The figure has reduced significantly over the last year (it was 5.3% in September 2017.)

Benchmark - The national benchmark figures for permanent admissions to residential and nursing care homes is split between people aged 18-16 and people aged 65 and over. For a number of years, the Isle of Wight has been an outlier on this measure with a far higher proportion of people placed in permanent residential or nursing care than the national average. Due to the success of the ASC Care Close to Home programme the Isle of Wight is forecasted to have a lower than average number of people admitted to permanent residential or nursing care by the end of this financial year.

Number of adult safeguarding referrals



Via the leadership of the Safeguarding Adults Board, we have developed a new 'threshold and decision-making tool' and provided risk training to all agencies who work with adults at risk. As a result, we are beginning to see a continued reduction of the number of concerns, allied to a higher conversion rate to Section 42 Enquiries. We believe this is due to the more consistent triaging at the referral stage and more appropriate referrals. There has been a reduction in falls & medication errors. The service hopes that these numbers will continue to show the receipt of appropriate referrals as new criteria is followed.

A safeguarding concern is a report made to the lead agency for the safeguarding process to raise concerns that an adult at risk may have been, is, or might be, abused. Some concerns then lead to an enquiry.

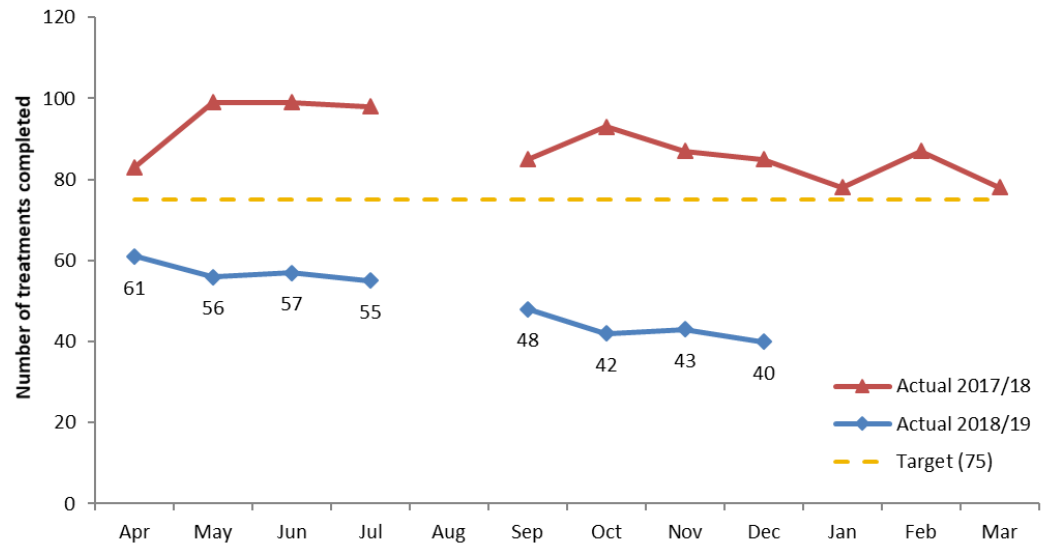
The Care Act 2014 (Section 42) requires that each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

Public Health

Number of alcohol treatments completed (Rolling 12 months)



Number of alcohol treatments completed (Rolling 12 months)



November data is released in December.

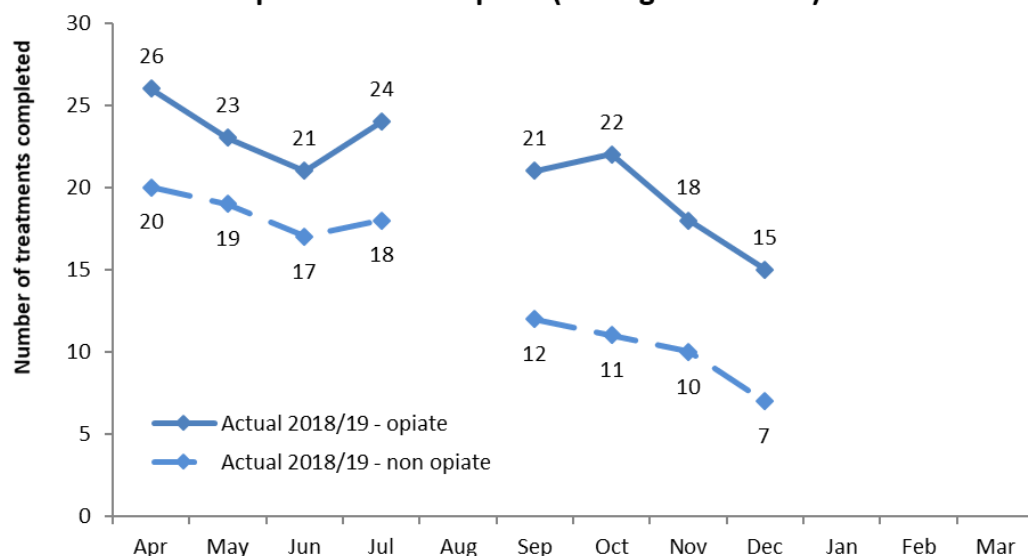
In October, there were 43 completions out of 124 in treatment.
In November, there were 40 completions out of 120 in treatment.

Benchmarking: The top quartile range for comparator local authorities is 39.19%-45.97%. The Isle of Wight percentage is 33.3% so we are not within the top quartile.

Number of drug treatments completed - opiate and non-opiate clients (Rolling 12 months)



Number of drug treatments completed - opiate and non-opiate (Rolling 12 months)



November data is released in December.

Opiate clients:

In October, there were 18 completions out of 293 in treatment.

In November, there were 15 completions out of 295 in treatment.

Benchmarking: The top quartile range for comparator LAs is 8.37-12.41%. The Isle of Wight percentage is 5.1% so we are not within the top quartile.

Non-opiate clients:

In October, there were ten completions out of 31 in treatment.

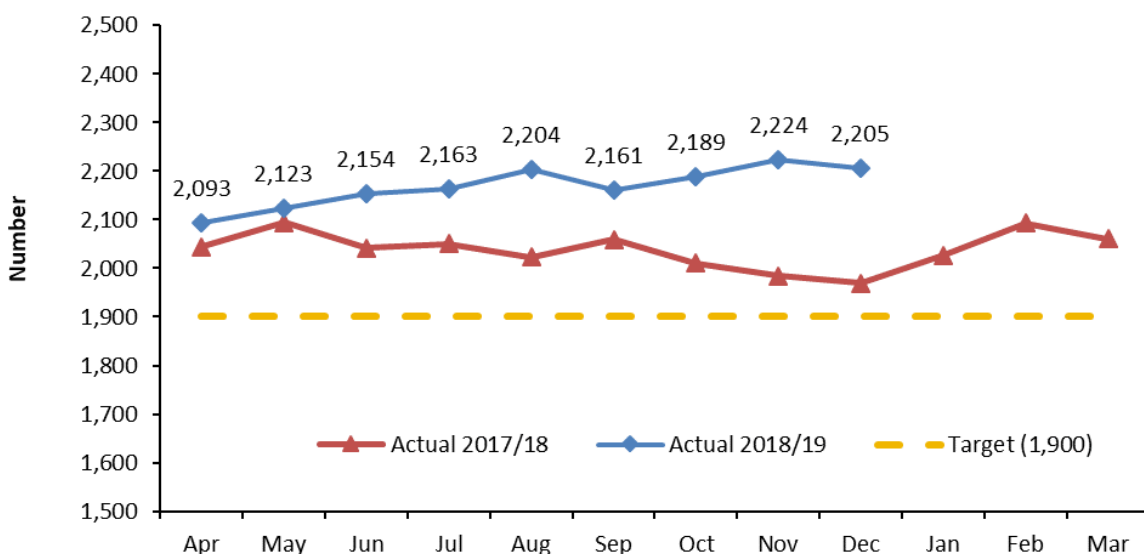
In November, there were seven completions out of 27 in treatment.

Benchmarking: The top quartile range for comparator LAs is 45.45-74.32%. The Isle of Wight percentage is 25.9% so we are not within the top quartile.

Number of people on the housing register at month end



Number of people on the housing register at month end

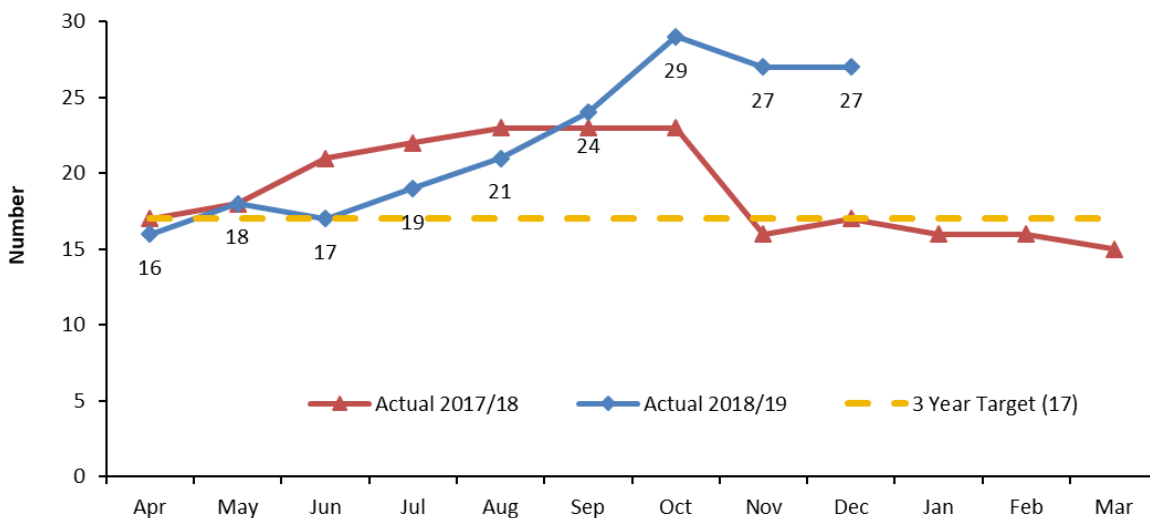


December 2018 - Number of active housing register applications indicate demand for affordable rented homes which is not currently being met.

Number of people on band 1 of the housing register at month end



Number of people on Band 1 of the housing register at month end

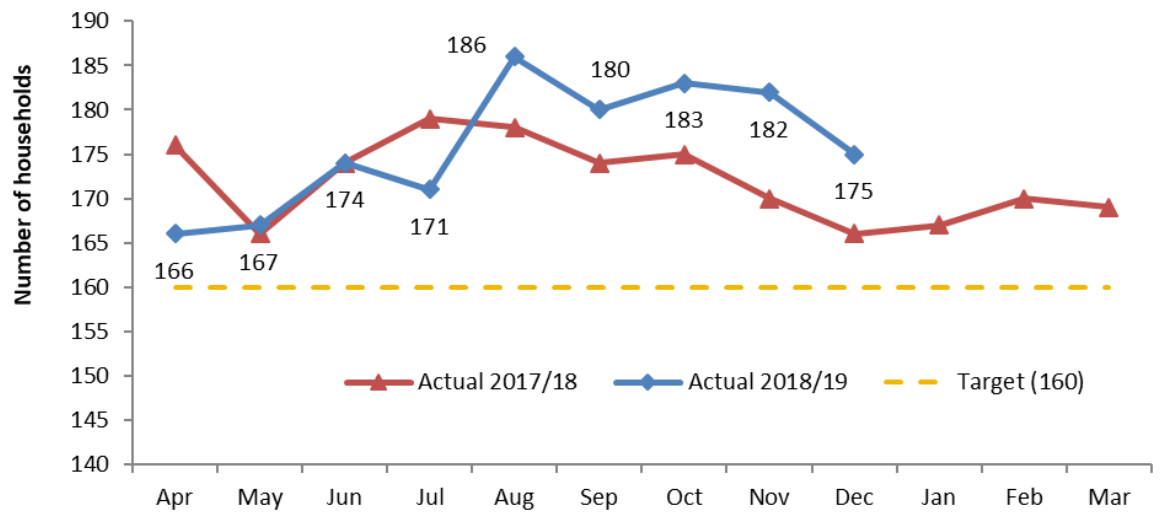


December 2018 - Band 1 priority is awarded to applicants with urgent housing needs some of which require specially adapted homes.

Number of households in temporary accommodation at month end



Number of households in temporary accommodation at month end



December 2018 - New Housing Revenue Account Relief Duty impacting on increasing numbers in Bed & Breakfast accommodation.

Strategic Risks

Failure to recruit acceptable quality of professional practice across Adult Social Care (ASC)		Assigned to: Director of Adult Social Care	
Inherent score: 14 RED	Current score: 10↓ AMBER	Target score: 6 GREEN	
Mitigation			
ASC Programme Board	All ASC projects are reviewed monthly by the ASC Programme Board with any exceptions being escalated to ASC Service Board.		
ASC restructure to support person centred care	A review is under way of the current structure, services and processes within ASC to be completed early in 2019.		
ASC recruitment and retention	Current vacancies within ASC now form part of the ASC Service Board Performance Report. A recruitment timetable has been developed by the recruitment co-ordinator to keep track of vacancies, recruitment stages etc.		
ASC Learning and Development (L&D) Plan	Human Resources and L&D are working together to explore workforce development and career pathways. Current pathways already include the apprenticeship degree in social work. Consideration is also being given to building up a strategic partnership with a local university.		
Mobile working pilot	Thirty-two hardware deployments have now been provided to the ICT mobile working project test pilot roll out teams during December. Laptops were successfully deployed to all of the ASC staff that were available on the deployment dates. Equipment will continue to be tested in the community, a roll out plan for both training and equipment will be provided by ICT.		
New person-centred, strengths-based assessment forms	The strengths-based approach forms will go live shortly Staff will be trained in the use of the new forms later in January 2019.		

Failure to identify and effectively manage situations where vulnerable adults are subject to abuse		Assigned to: Director of Adult Social Care	
Inherent score: 16 RED	Current score: 9 AMBER	↔	Target score: 6 GREEN
Mitigation			
ASC Programme Board	All ASC projects are reviewed monthly by the ASC Programme Board with any exceptions being escalated to ASC Service Board.		
'Deprivation of Liberty Safeguards' (DoLS) backlog clearance programme	In November 2017, ASC identified some 750 outstanding DoLS referrals awaiting assessment, of which 120 were classified as high priority. Funding was identified to commission an external agency to complete these outstanding assessments. All outstanding high, medium and low priority assessments were completed by the end of September 2018.		

Mental Health Action Plan	An action plan has been produced in response to the independent review of mental health social work practice – the Mental Health Team has been heavily engaged in its development. Progress has been delayed with the implementation of this plan while critical staff appointments were made.
Safeguarding Action Plan	The Safeguarding Action Plan was developed in response to the ASC report commissioned to review the practices and processes of the Isle of Wight Council Safeguarding Team. The Safeguarding Adults Board (SAB) is the statutory, multi-agency partnership committee which monitors the progress of the action plan. Good progress has been made in multi-agency working with regular Multi-Agency Safeguarding Triage (MAST) and Multi-Agency Risk Management (MARM) meetings in collaboration with police, health and Clinical Commissioning Group colleagues.
Learning Disability (LD) Homes Service improvement plans	There are policies and procedures in all of the learning disability homes for whistleblowing, safeguarding and ongoing training and awareness for staff and there have also been unannounced meetings by senior management. Additional safeguarding training sessions are currently being arranged. Registered managers continue to actively address and review the actions detailed in their service improvement plans.
Centralisation of outreach teams	There are policies and procedures in place for things such as safeguarding, meetings and supervision with staff, training, complaints procedures etc. The introduction of CM2000, the new electronic rostering system, will help to improve efficiencies in outreach. Locations for the centralisation of outreach are currently being scoped and explored as it is difficult to be responsive and effective with the two teams so geographically separate.

Failure to secure the required outcomes from the integration of adult social care and health		Assigned to: Director of Adult Social Care	
Inherent score: 16 RED	Current score: 12 ↔ AMBER	Target score: 6 GREEN	
Mitigation			
ASC Programme Board	All ASC projects are reviewed monthly by the ASC Programme Board with any exceptions being escalated to ASC Service Board.		
Transformation programme and operational integration	Work on the following programmes/operations will be based on the pathway and financial model produced by consultants Carnall Farrar: <ul style="list-style-type: none">• LD integration.• Mental health integration.• Rehab/reablement and recovery.• Integrated Locality Services – Community Services.• Continuing health care.• Integrated quality function.• Hospital flow/discharge.		
Responsiveness to hospital escalations	Senior ASC staff are on call seven days a week in order to direct resources to those people deemed medically fit for discharge and the responsibility of ASC. In addition, the Single Point of Commissioning (SPOC) Team is identifying all providers willing and able to respond to requests at weekends to assess people deemed as requiring either residential care or domiciliary support. Delayed		

	transfers of care (DTC) meeting chaired by the Director of Adult Social Services occurs every Friday, which provides the single and agreed DTC count (ASC has new, tougher target of only 2.6 per 100,000) which has been met throughout the last four weeks.
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Additional demands placed upon the Isle of Wight Council and partners owing to pandemic flu		Assigned to: Director of Public Health	
Inherent score: 16 RED	Current score: 9 AMBER	Target score: 5 GREEN	
Mitigation			
Internal arrangements	Isle of Wight Council pandemic flu plan in place as part of wider emergency management plans.		
External arrangements	Public Health Team to continually assess if all health and social care sector agencies have up to date pandemic flu plans in place and test them appropriately.		
Provision of up to date information	Pandemic flu guidance is displayed on the Isle of Wight Council website and covers such things as checklists for businesses and guidance for specific operational settings such as police and fire and rescue services.		