

Appendix A2 Q1 – ADULT SOCIAL CARE, PUBLIC HEALTH & HOUSING NEEDS

Key Activities
<p>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)</p> <p><i>Ongoing – through the Hampshire and Isle of Wight STP.</i></p>
<p>Drive forward integration with health, putting in place the right governance, commissioning and delivery arrangements so that we secure care closer to home, supporting more people in their own homes than in hospital and other forms of institutional care and enabling them to be as healthy as possible.</p> <p><i>The Local Care Board (LCB) has agreed that it will actively work towards becoming an Integrated Care Partnership. Arrangements for continuing healthcare (CHC) continue to deliver the results required including over £423k of quality improvement plan savings and a fully operational “discharge to assess” process.</i></p> <p><i>The Adult social care (ASC) provision rated “good” or “outstanding by the Care Quality Commission (CQC) has increased from 62% in December 2016 to 76% in May 2019.</i></p>
<p>Complete the delivery of our three-year "Care Close to Home" strategy, promoting, improving and protecting wellbeing and continuing to increase the numbers of people we support in their own homes</p> <p>During 2019/20, embed strengths based professional practice throughout care management teams of adult social care</p> <p><i>The Practice Development Unit has been established, headed by the ASC Principal Social Worker, working with the Council’s learning and development unit, Research in practice for adults and Professor Sam Baron to drive this area forward with pace and impact and move away from traditional time and task approaches.</i></p>
<p>Agree and secure ongoing funding for key schemes funded by the Improved Better Care Fund (BCF) including the Living Well service; the Raising Standards initiative; and investment in reablement care</p> <p><i>The Living Well service has been highly successful: as at the end of June 2019 over 2,800 referrals have been made into the Living Well service with less than 100 people being subsequently re-referred to ASC.</i></p> <p><i>The raising standards initiative has had demonstrable impact on raising CQC ratings. 84% of all Registered Managers who completed the programme and were subsequently re-inspected by CQC have either improved their rating or retained their existing good/outstanding rating. Finally, £500k per annum of the iBCF has been invested in home based reablement. 79% of people who have received up to 6 weeks of reablement service free have required no ongoing care and support at the completion of that reablement period.</i></p> <p><i>The ongoing funding of all these schemes are recognised as key by the Local Care Board but there is no clarity as to how funding will continue post November 2020.</i></p>

Continue to drive improvements in adult safeguarding practice, embedding 'Making Safeguarding Personal' and ensuring a high quality and consistent approach in the council and its partners

We have fully implemented the decision making and threshold guidance toolkit which makes much clearer what issues and events should be referred into adults safeguarding and which should not. Conversion rates of the number of safeguarding alerts received into formal safeguarding processes has improved from 21% (February 2017) to 61% (June 2019) this means that we have also improved the timeliness of our response and enabled the safeguarding team to devote more of their time to cases meeting the safeguarding threshold.

New Safeguarding Adults Board (SAB) website launched and can be found here: [IOWSAB](#).

On behalf of the Health and Wellbeing Board update the Joint Strategic Needs Assessment (JSNA) ensuring the data is relevant, current and informs decision making at all levels of the council and the health system.

The Housing, Demographics & Population and Education & Skills briefings have been published The STP level (Hampshire and IOW) JSNA has been produced by Hampshire with some input from us and this is now available via our local facts and figures pages.

Review and revise the council's approach to improve health and wellbeing

A council wide approach to public health will be developed in time for sign off in 2020.

Finalise and implement permanent arrangements for the role of Director of Public Health (by October 2019) and review Public Health spend as part of the 2020 budget setting process.

The Hampshire/Isle of Wight Partnership was agreed by Cabinet in July 2019.

To ensure clinically safe effective services are delivered across the Public Health responsibilities, within budget and to those that are in greatest need, undertaking procurement of services as required.

The substance misuse service has been rated as Good by CQC. There is a plan to transfer the sexual health service to a new provider with clinical leadership within four months. The Wellbeing service is being reviewed. The 0-19 service is out to procurement.

Recommission the Supporting People (SP) programme so that we can offer tailored and personalised support to those people at risk of homelessness or living in temporary accommodation

The SP programme is being recommissioned to give at risk individuals and families the support they need in maintaining their independence and to better enable the IWC to discharge its statutory duties to help those at risk of homelessness and homeless people. Draft new service specifications for accommodation based services have been developed over the last quarter and we will be going out to tender in the Autumn.

Successfully secured additional funding through competitive bidding process via the MHCLG for the Housing First Service.

We have also identified premises to provide additional winter provision and agreed the provider: this will provide additional capacity over the forthcoming winter months for single people and couples without children in emergency need of accommodation. This service will be the first "wet" provision on the Island which accepts people who are continuing to misuse alcohol and drugs (as opposed to the existing "dry" provision where they have to have stopped before they are admitted).

Implement the recommendations of the 2019 independent review of the Housing Needs Service, including the development and implementation of a new Homelessness Strategy for the Island.

The draft Homelessness Strategy is written – and the accompanying action plan is under development. The action plan will be co-produced with partners (internal and external) taking into account the voice of service users.

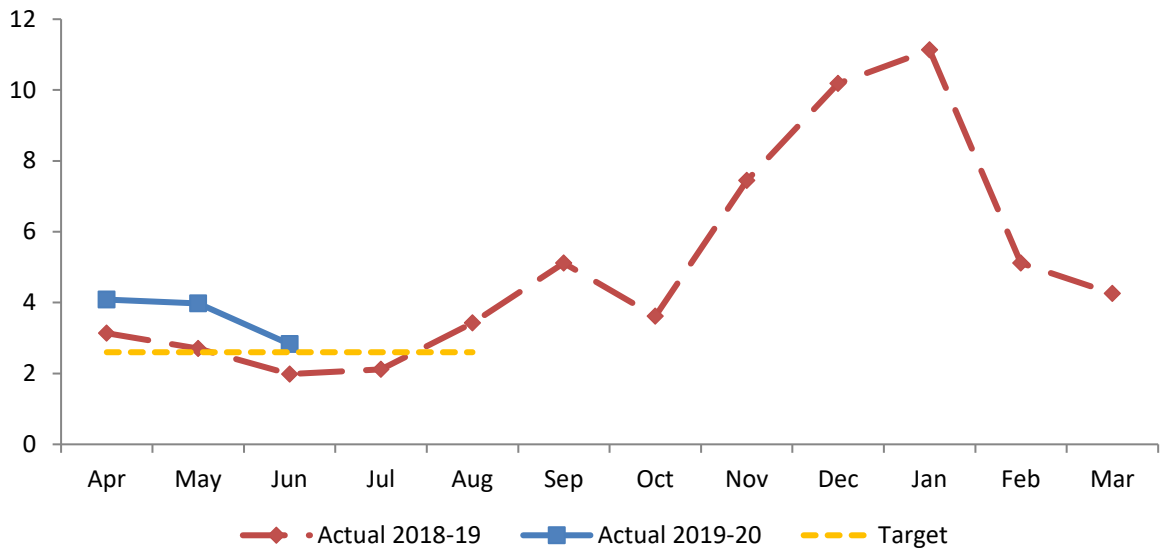
We have developed an action plan in response to the findings of the independent review undertaken by the National Peer Support Service (NPSS). This action plan spans all parts of the Housing Needs division including: recording practice; policies and procedures; training and quality of practice; and use of resources. This will also be presented to Corporate Management Team (CMT) and Corporate Leadership Team (CLT) for their oversight and review and the dates are being organised. Good progress has been made in reducing the numbers of families with children living in bed and breakfast accommodation – a key marker of the success of the new ways of working we have introduced.

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Short Term Measures

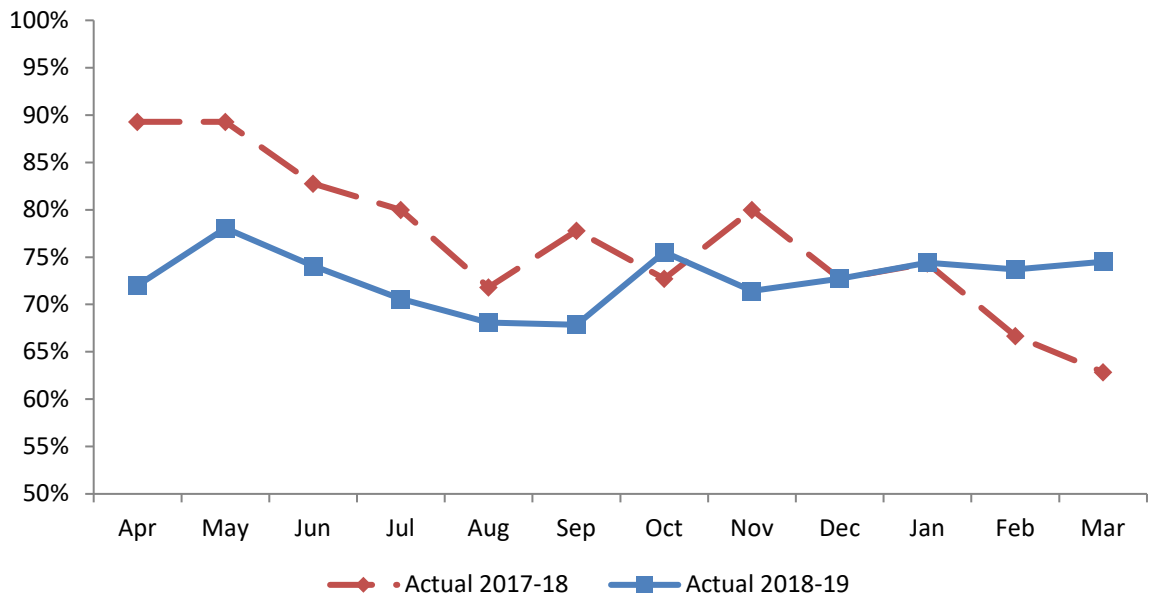
Adult Social Care

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



The downward trend in the rate of DTCs due to Adult Social Care continues since peaking in January 2019 and is nearing the target of 2.6 per 100,000 (June 2.83).

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

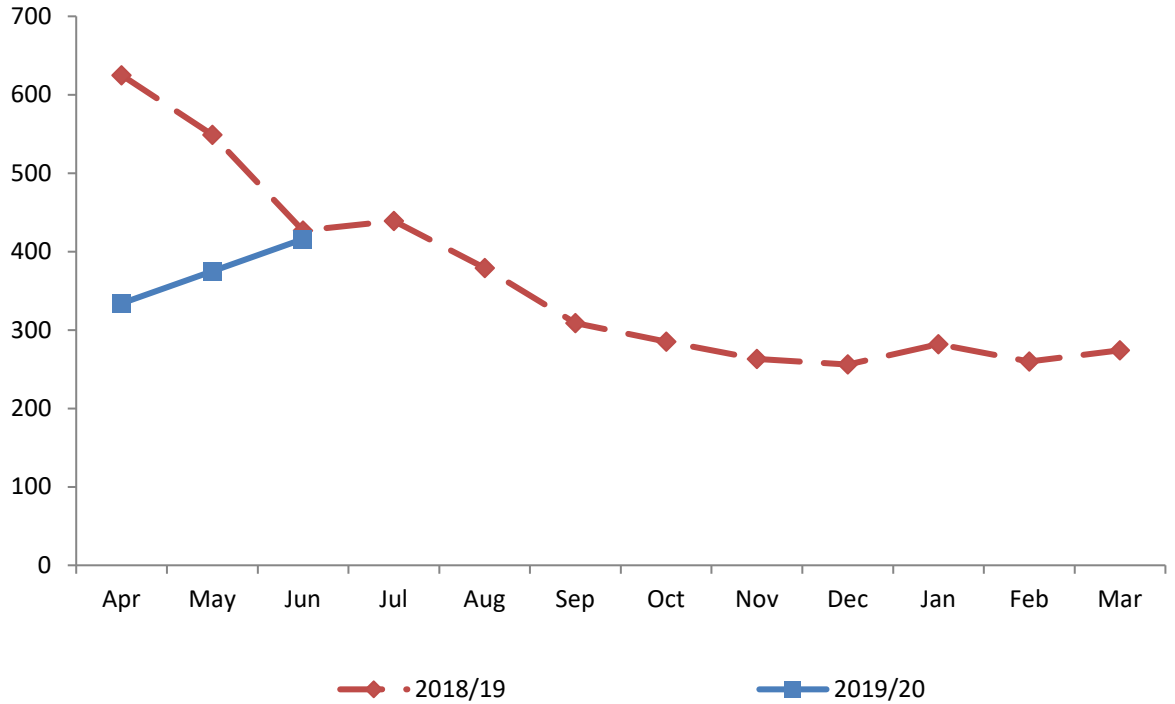


Figures and narrative for this measure will always be 3 months in arrears (91 days).

Proportion of people remaining at home has remained relatively steady throughout 2018/19.

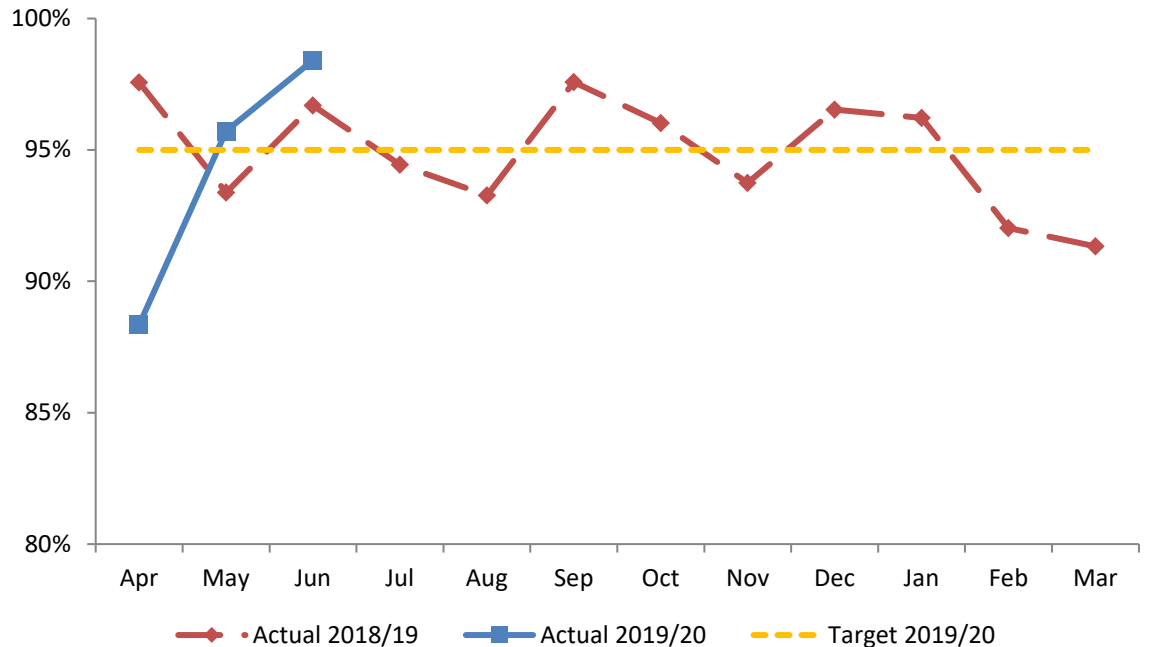
Outreach has invested in additional staff to increase capacity. Hospital referral rate increased in 2018/19 with more discharges requiring long term support, this resulted in people exceeding the normal 42-day window of reablement.

Number of outstanding Deprivation of Liberty Standards (DoLS) Assessments



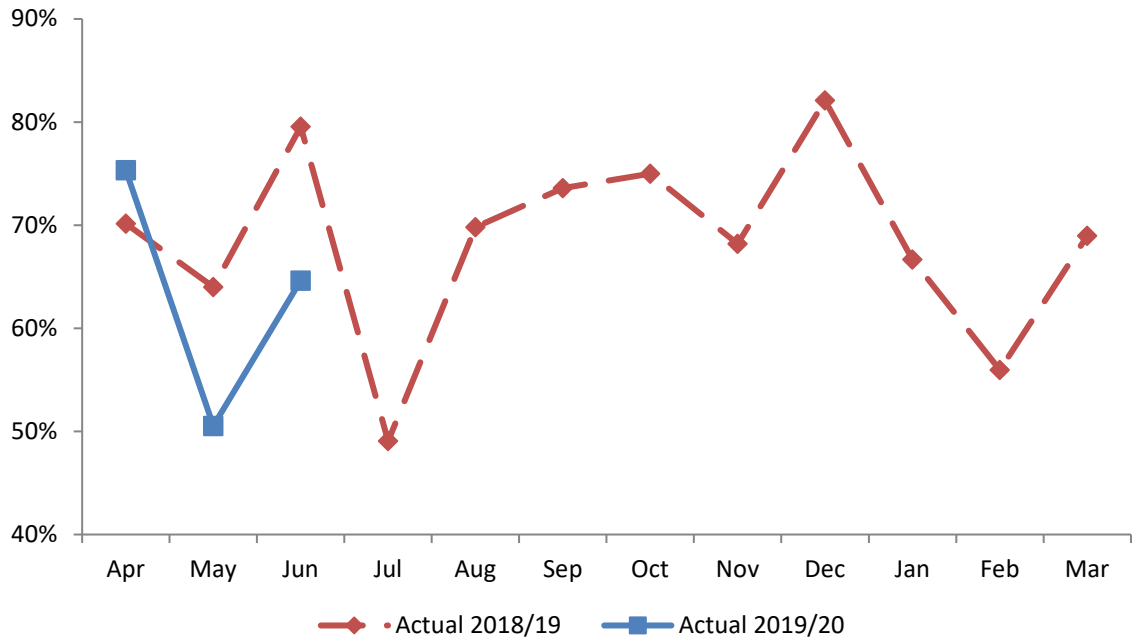
Number of outstanding DoLS assessments has risen steadily since February. More applications have been received so far in 2019/20 compared to 2018/19 and capacity issues mean fewer assessments are being completed. Additional assessment resources are being secured to support the demand.

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



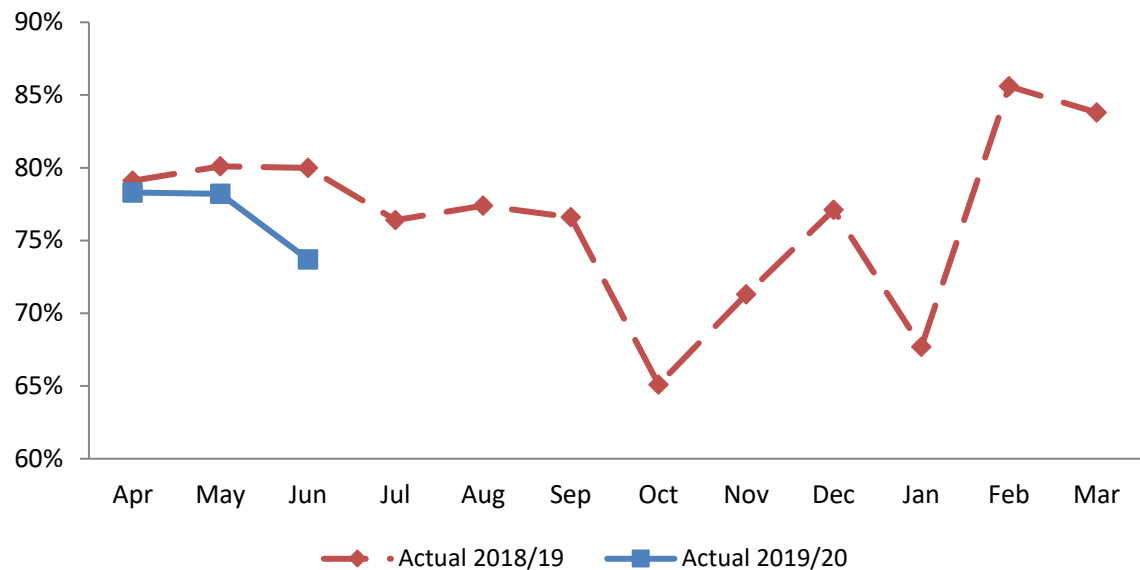
Performance continues to improve and remains above target with 98.4% of Safeguarding meetings were held within timescales in June 2019, compared to 95.7% in May 2019 and 94.4% in June 2018.

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



28 days remains challenging for the team and is reflected in the fluctuating performance. This is due to the complexity of personal outcomes and availability of the information from partners, individuals and family members.

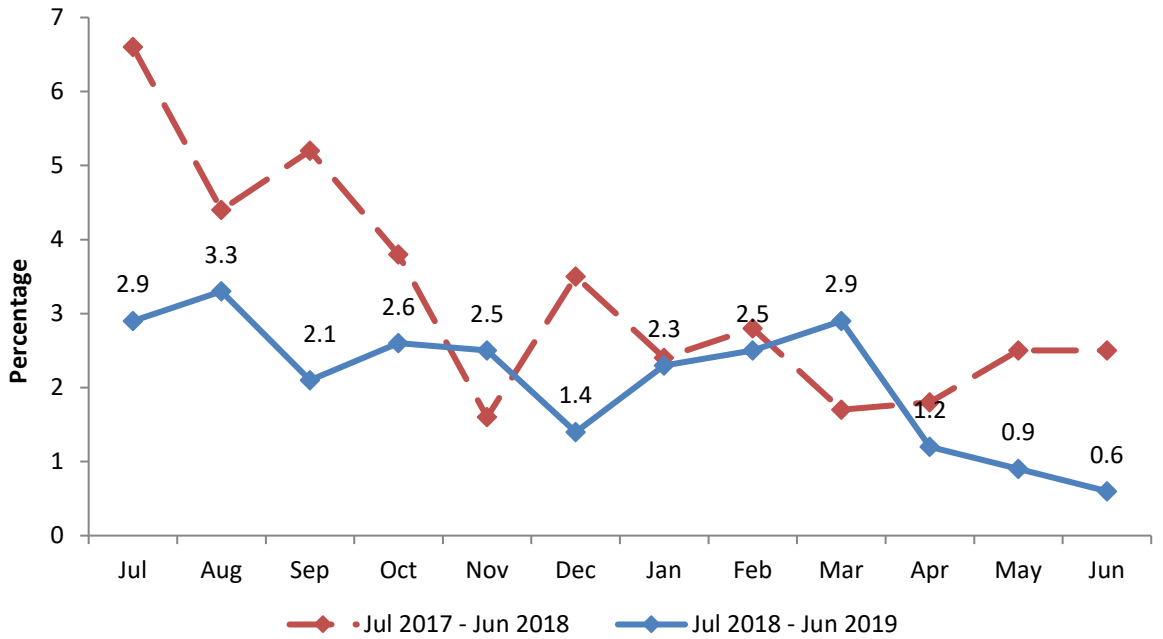
Percentage of adult social care assessments completed within 28 days of the initial contact referral



The number of Your Needs Assessments (YNA) completed in June decreased to 137 from 170 in May however, those completed within 28 days also dropped. Year to date shows an overall increase of 473 completed assessments compared to 429 at the same point in 2018/19. Significant drops in performance through the year correlate with the direct impact of large scale safeguarding investigations requiring resources to be redirected at those times.

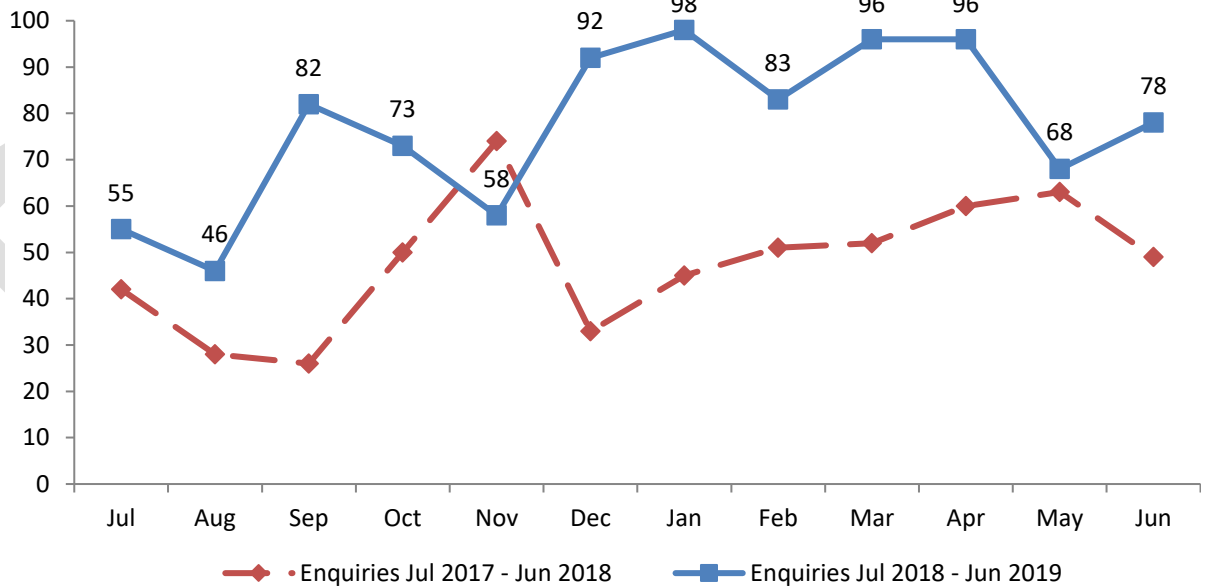
As a result of the timeliness of assessment dropping the number of outstanding reviews increased from 235 in March 2019 to 424 in June. Targeted work with all teams is being undertaken to manage the performance in this area.

Number of admissions to permanent residential or nursing care as a percentage of all initial contact (Rolling 12 months)



Admissions remains consistently low with a positive downward trend, indicating residential or nursing care is 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 and now aligns with the national average, where historically the Isle of Wight has been an outlier with a far higher proportion of people placed in permanent care than the national average.

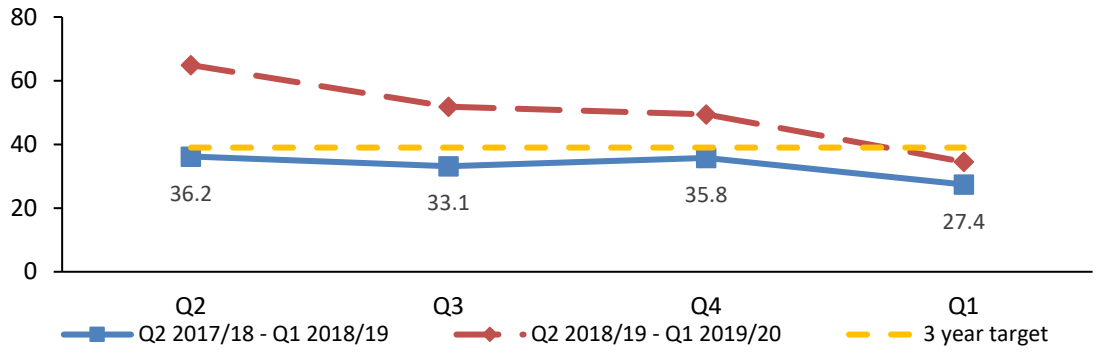
Number of adult safeguarding referrals (Rolling 12 months)



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, that result in 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 and medication errors. The service hopes that these numbers will continue to show the receipt of appropriate referrals as new criteria is followed.

Public Health

Successful completions as a proportion of all treatment (alcohol) (Rolling 12 months)



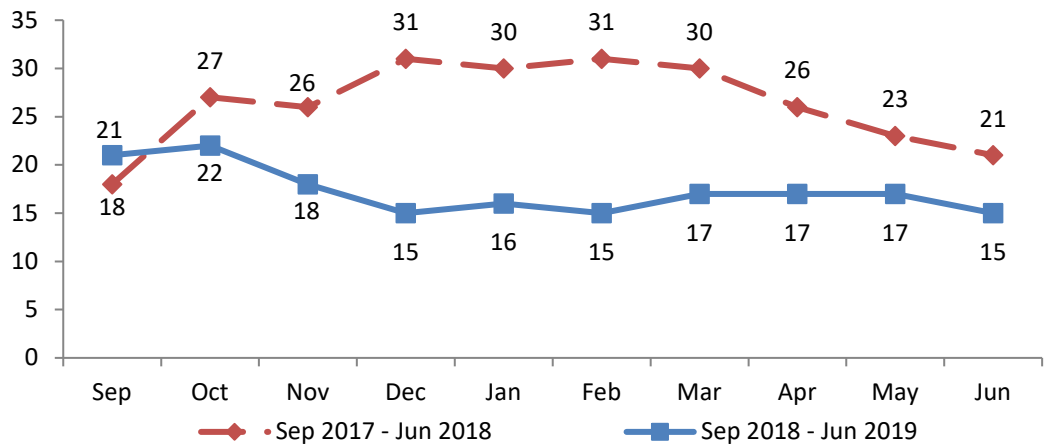
Performance is below target due to the alcohol service being closed to new referrals for an extended period during 2018/19. Between December 2018 and March 2019 numbers in treatment increased which impacts this indicator adversely until those new levels work through to completion. This trend should level out over the next 12 months.

In May, there were 30 completions out of 133 in treatment; In April, there were 32 completions out of 123 in treatment; In March, there were 34 completions out of 124 in treatment.

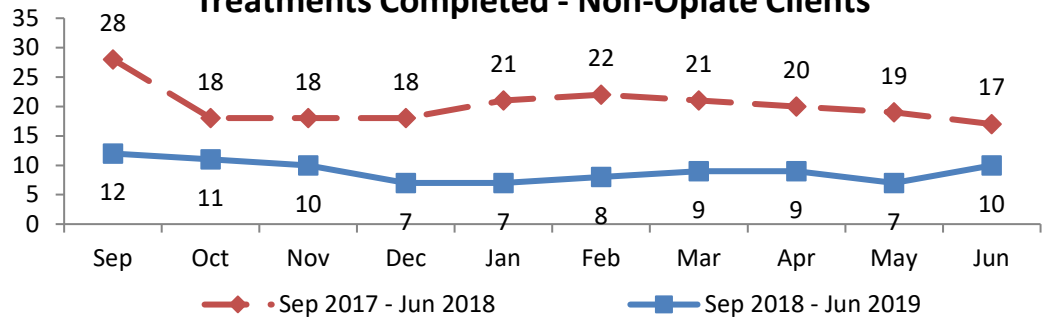
Number of drug treatments completed - opiate and non-opiate clients (Rolling 12 months)



Treatments completed - Opiate Clients



Treatments Completed - Non-Opiate Clients



No data published in July.

Opiate clients:

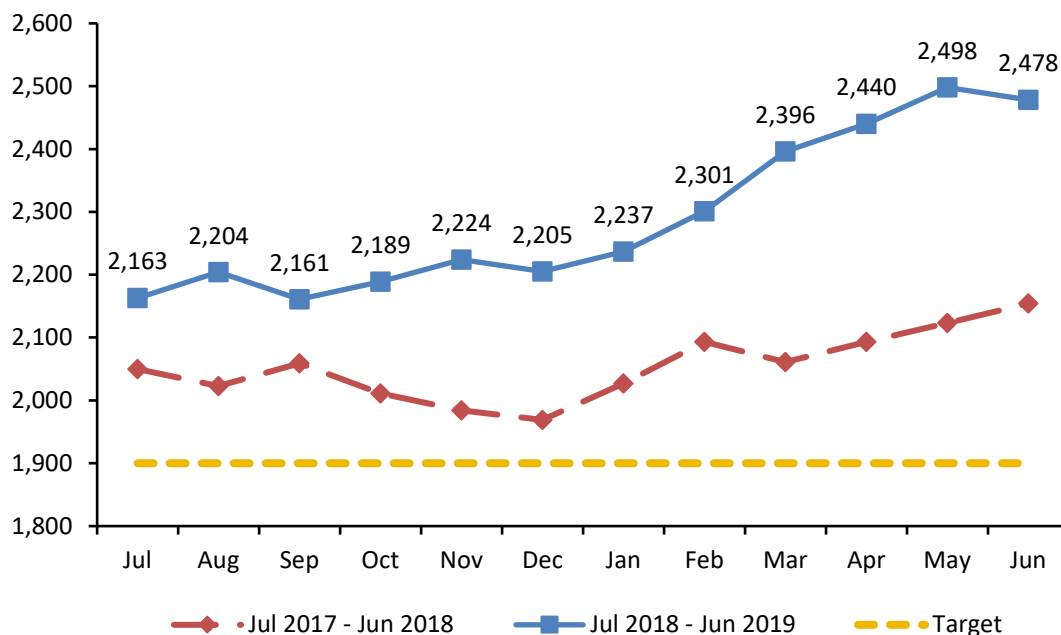
In April, there were 17 completions out of 306 in treatment.
In March, there were 19 completions out of 304 in treatment.

Non-opiate clients:

In April, there were seven completions out of 31 in treatment.
In March, there were nine completions out of 34 in treatment.

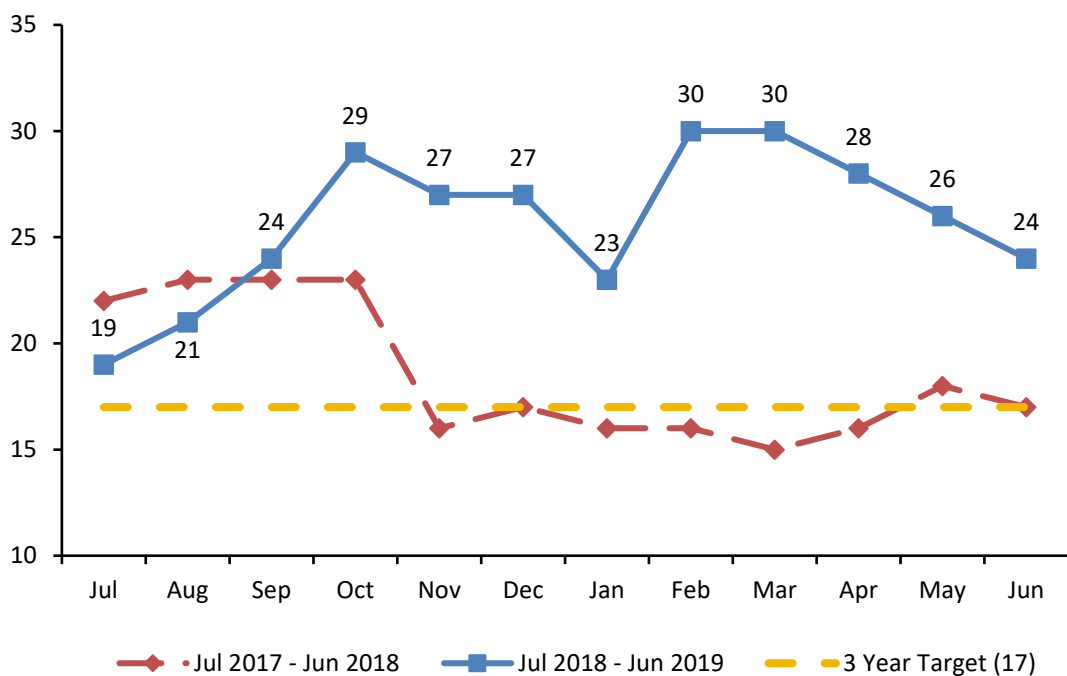
Housing Needs

Number of people on the housing register at month end (Rolling 12 months)



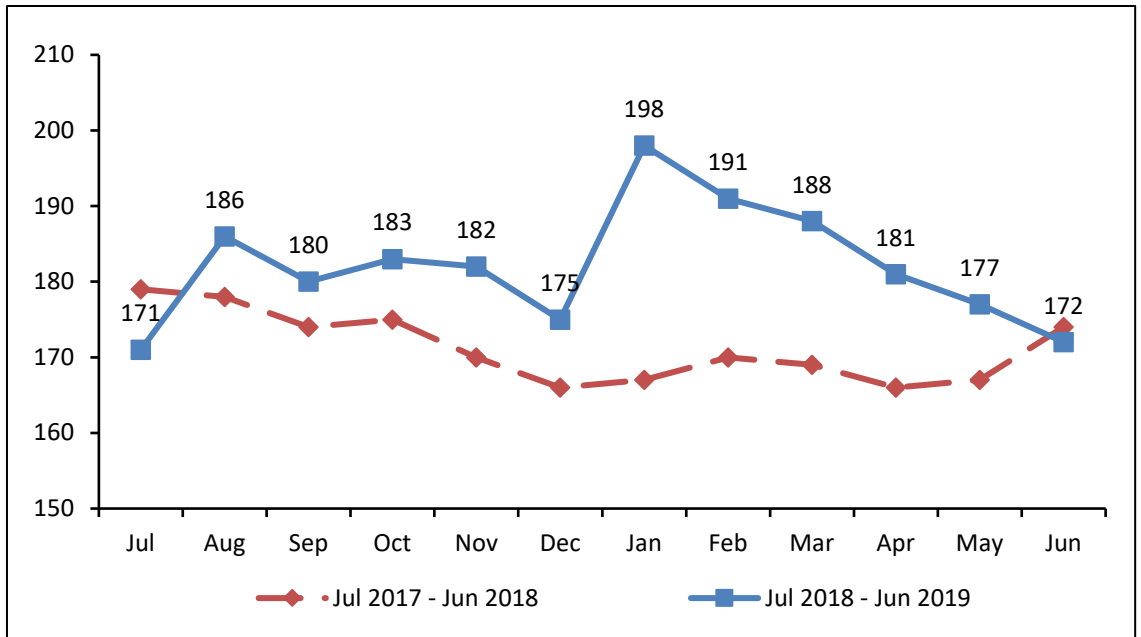
Number of people on the housing register continues to rise above target and the 2017/18 position; this indicates demand for affordable rented homes which is not currently being met.

Number of people on band 1 of the housing register at month end (Rolling 12 months)



Downward trend in the number of people on band 1 of the housing register continues since February. 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 (Rolling 12 months)



Numbers continue to fall since January but remain high due to pressures on service and lack of affordable alternatives. The number of households in temporary accommodation is now lower than at the same time last year.

With the same period the number of households with children placed in bed and breakfast accommodation is reducing with zero children currently placed in bed and breakfast accommodation having been there for more than six weeks.

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Strategic Risks

Failure to recruit acceptable quality of professional practice across Adult Social Care (ASC)			Assigned to: Director of Adult Social Care		
Inherent score	Target score	Current score	Previous scores		
			May 19	Apr19	Mar 19
14 RED	6 GREEN	10 AMBER	10 AMBER	10 AMBER	10 AMBER
No change to risk					

Failure to identify and effectively manage situations where vulnerable adults are subject to abuse			Assigned to: Director of Adult Social Care		
Inherent score	Target score	Current score	Previous scores		
			Apr 19	Mar 19	Feb 19
16 RED	6 GREEN	9 AMBER	9 AMBER	9 AMBER	9 AMBER
No change to risk					

Failure to secure the required outcomes from the integration of adult social care and health			Assigned to: Director of Adult Social Care		
Inherent score	Target score	Current score	Previous scores		
			May 19	Apr 19	Mar 19
16 RED	6 GREEN	12 RED	12 RED	12 RED	12 RED
No change to risk					

Additional demands placed upon the Isle of Wight Council and partners owing to pandemic flu			Assigned to: Director of Public Health		
Inherent score	Target score	Current score	Previous scores		
			Mar 19	Feb 19	Dec 18
16 RED	16 RED	16 RED	16 RED (revised)	16 RED (revised)	16 RED (revised)
No change to risk					