

Report to Adults Social Care & Health Scrutiny Board

Corporate Performance Report 2024/25 for Q2 Corporate Performance Report (1st July to 30th September 2024)

Portfolio Holder (CPR):

Cllr Arooj Shah, Cabinet Member for Building a Better Oldham

Officer Contact (CPR):

Steve Hughes, Assistant Director Strategy & Performance

Report Author (CPR):

Gail M. Stott, Performance Improvement Lead, Strategy & Performance

CPR collated by: Performance Improvement Team, Strategy & Performance

Contact: StrategyandPerformance@oldham.gov.uk

Date: 26th November 2024

Reason for decision

Scrutiny of corporate performance aims to provide assurance that:

- services are aligned to corporate priorities and the needs of our residents (resident focus)
- our services are good, or are on track to good
- any services that are not on track, or have identified risks, are being supported or challenged to rectify this
- any demand indicators or resource pressures are being noted and service provision is being re-assessed accordingly
- the organisation has robust performance management processes in place.

Summary

The purpose of this report is to provide an overview of corporate performance against agreed service business plan measures for the 2024/25 Q2 period (July - September).

Recommendations

Scrutiny Board members are asked to:

- note the progress in implementing the business plan objectives
- celebrate areas of consistent good performance
- note the comments on progress
- consider areas for review (good or poor) that could produce learning for the organisation
- note the interconnection of these actions with ongoing activities in other portfolio and Scrutiny Board remits and key projects

Appendix:

1. ASC& Health CPR - Adult Social Care; Public Health

Report to ASC & Health Scrutiny Board

Corporate Performance Report 2024/25 for Quarter 2: 1st July to 30th September 2024

Portfolio Holder (CPR): Cllr Arooj Shah, Cabinet Member for Building a Better Oldham

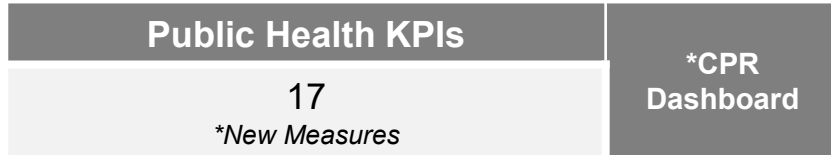
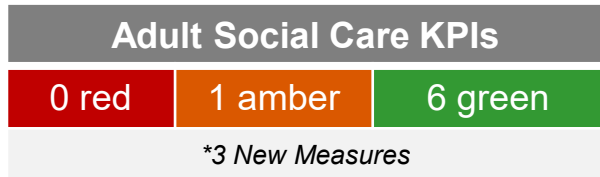
Contact Officer (CPR): Steve Hughes, Assistant Director Strategy & Performance

Report date: 26th November 2024

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People Services

Key Performance Indicators



Key

RED	KPIs underperforming by more than 5%
AMBER	KPIs underperforming by less than 5%
GREEN	KPIs meeting or outperforming target

Adult Social Care

Performance Measures & Business Plan Report

Portfolio Holder: Cllr Barbara Brownridge, Cabinet Member for Adults, Health & Wellbeing

Officer Contact: Jayne Ratcliffe, Director of ASC

Service Summary:

Adult Social Care in Oldham – "Supporting you to be independent, healthy, safe and well".

Adult Social Care, working with the rest of the Council, the voluntary sector, local communities and NHS partners will encourage and enable you, your family and community to stay healthy, safe and well. The aim is to enable Oldham residents to live as independently as possible. Where residents need support, we will help to identify the best solutions. If people need help but are not able to arrange their own care, the support we identify with residents will help you to live the best life they can, with the help they have around them.



Adults Social Care

Key Metrics (against target where set)

% of older people (65 and over) still at home 91 days after discharge from hospital

88.4%



Q1: 90.1%

Target = 89%

[Amber]

High is Good

% of adult social care providers rated as 'good' or 'outstanding' by CQC

83.3%



Q1 = 83.3%

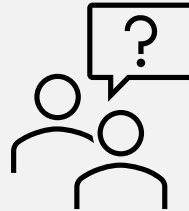
Target = 80%

[Green]

High is Good

The proportion of people who received short-term services during the year - who previously were not receiving services – where no further request was made for ongoing support

86%



*New Measure

Target = 82%

[Green]

High is Good

The proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed

89.2%



Q1: 91%

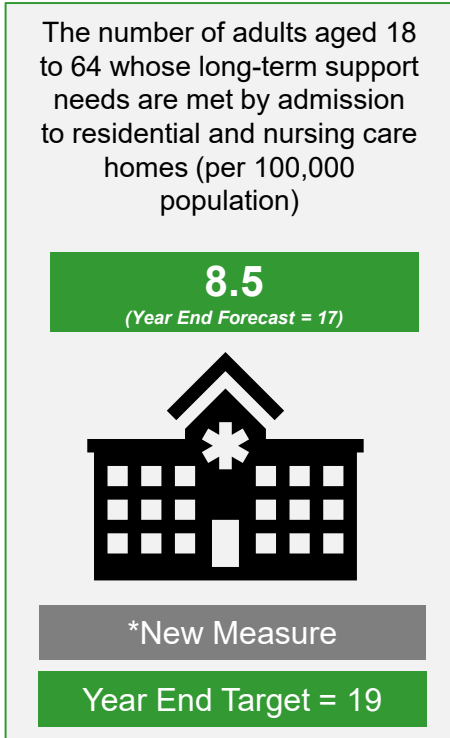
Target = 64%

[Green]

High is Good

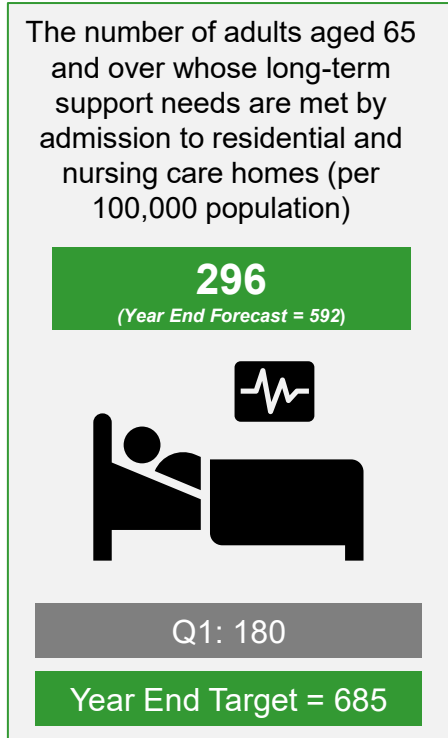
Adults Social Care

Key Metrics



[Green]

Low is Good



[Green]

Low is Good



[Green]

Low is Good

Adults Social Care

Successes (across all metrics)

Short-term services during the year	It is positive that we are implementing a Strength Based approach to meeting needs, by ensuring residents can have a period of recovery & stabilisation to get back to a baseline, before any long-term care is considered, so we can support a 'home first' approach.
Long-term support needs met by admission to residential and nursing care homes	(Aged 18-64) Anticipated year end position for this measure is 17 admissions per 100,000 which is lower than the 19 annual target. (Aged 65+) Anticipated year end position for this measure is 592 admissions per 100,000 which is lower than the 685 annual target.
Still at home 91 days after discharge from hospital	Q2 performance has missed target by 1 person.
Direct Payments	We have a higher proportion of people of Direct Payments to which they utilised personalised PoC to meet assessed needs. However, some of these are used to commission care outside of the commissioning framework. There are also high costs of DP, which is being explored. This aligns to the FFS audited and recommendations to claw back unspent DP funds.
Section 42 safeguarding enquiries	This is a positive outcome, with the workforce working in partnership to reduce and remove risk.
Adult social care providers	The Commissioning and Market Management portfolio continues to provide advice and guidance to providers in embedding improvements in their service delivery with the aim of these improvements being sustained. It is worth noting that local authorities have no influence in the providers which the CQC inspect. In addition, the market continues to face challenges (recruitment and retention and high operating costs) which impacts ability on sustaining improvements. Due to a large home closing in September, we are likely to see this percentage reduce in quarter 3.

Adults Social Care

Areas for Development (across all metrics)

Short-term services during the year	Short stays PoC remain a challenge for the LA with higher proportions of residents going into short term placements. This is due to lower thresholds of Hospital discharge, meaning people are acutely unwell when they are discharged from hospital. Hospital discharges are the majority of short-term placements. The restructure that is being undertaken by ASC, will develop a review team, which will support the timely review of short-term placements.
Long-term support needs met by admission to residential and nursing care homes	We continue to implement a Strength Based Approach to meeting needs, which focusses on a home first approach. The progress with Carers assessments has supported in ensure unpaid carers are at lower risk of burnout, being able to maintain their caring role. However, we have seen an increase in Homecare provision in meeting people's needs in the community, which is having a budget pressure.
Still at home 91 days after discharge from hospital	We are experiencing increase pressure with discharge thresholds being lower, and reablement in the community at maximum capacity. This alongside more acute needs in presentation is lowering the reablement, recovering and health outcomes for people in the community. This is requiring a short-term placement or respite provision to stabilise the individual/meet needs.
Direct Payments	There is now a Direct Payment Steering group focussing on reviewing and updating the Direct Payment policy. The Budget Recovering Group are reviewing people's needs, in line with SBA in meeting needs in a different way & reducing Direct payments to reflect this. Commissioning are progressing work with the Brokers to develop SOP and ensure we have a commissioning strategy to be able to commission support, rather than micro commission via a DP. There are Safeguarding risks when commissioning supported living/residential/Homecare as this is not supported by contracts.
Section 42 safeguarding enquiries	The ongoing work of the Strategic Safeguarding Team and the SAB is supporting training, guidance, and skills of the workforce. the robust TRAM policy and guidance is supporting the workforce to identify and manage risk effectively.
Adult social care providers	Works continues on finalising the refreshed Market Position Statement in conjunction with Commissioning Strategies. Further engagement with the market is taking place in order to provide support and direction as to what is required in borough to meet the needs of Oldham's residents.

Adults Social Care

Comments

Q1: Jayne Ratcliffe (Director of ASC)

The directorate is continuing to strive to achieve strategic and operational improvements, in accordance with the Adult Social Care (ASC) strategy. The delivery of the changes are being undertaken at pace, to achieve positive outcomes for Oldham residents. Significant work has been completed to review commissioning outcomes, aligned to operational requirements ensuring the service continues to strengthen its local offer.

Q2: Jayne Ratcliffe (Director of ASC)

The directorate is committed to continuous improvement to ensure Oldham residents remain independent, healthy, safe and well in the community. The measures demonstrate positive performance by Adult Social Care, despite ongoing demand and workforce challenges. The directorate is committed to ensuring it is efficient and effective, and we endeavour to continue to strengthen our local offer for residents.

Signed Off: 24/10/2024

Adults Social Care

Portfolio Holder Comments

Q1: Cllr Barbara Brownridge

I am delighted that in particular our new initial information point is able to give people the right advice to allow them to remain healthy and independent but the service is facing significant pressure as a result of the increased complexity of the residents who do require formal support.

Q2: Cllr Barbara Brownridge

We continue to be committed to keeping residents healthy and safe in their own homes and have been able to offer support in the community to 80% of those who contact us for help. The high demand for nursing care beds and specialist staff continues to be a pressure on the service.

Signed Off: 12/11/2024

Public Health

Performance Measures & Business Plan Report

Portfolio Holder: Cllr Barbara Brownridge, Cabinet Member for Adults, Health & Wellbeing

Officer Contact: Rebecca Fletcher, Director of Public Health

Service Summary:

Public Health are focused on helping people and communities in Oldham to improve their health and wellbeing, including the protection from threats to illness.

This service uses data and intelligence to meet statutory requirements, whilst championing the reduction of the health inequalities that we observe between Oldham and the England average; and within the borough between Oldham's most and least deprived wards.

Public Health

Successes (across all metrics)

Outcomes for those accessing Social Prescribing	<p>The Social Prescribing service connects residents with the local community activity and support offer to improve their physical and mental wellbeing. The service currently has 474 active cases (average across Q2). The service continues to achieve positive wellbeing outcomes for residents, with 80% of clients seeing an increase in their overall wellbeing following intervention. The service has also been growing community capacity to support residents in their community. There are now six chatty café venues across Oldham supported by volunteers, with two new venues starting soon at the Crossley Centre and Royton Town Hall, as well as 9 peer support volunteers supporting clients to access community activities.</p>
Smoking at Time of Delivery	<p>The prevalence of smoking at time of delivery continues to reduce, which will contribute to our approach of reducing infant mortality and positive health outcomes for children and young people.</p>
Increase in accessing drug and alcohol treatment	<p>Oldham have secured grant funding for the drug and alcohol treatment and recovery service. This has enabled an increase in workforce that has not only brought additional capacity but allowed for the development of an outreach function. As a result, there has been a positive increase in the number of people accessing the service for support.</p> <p>The service continues to identify barriers and address these, the new building is more welcoming and the increase in partnership working for example Oldham customer service centre (Access Oldham), housing and probation to effectively engage with clients in a timely manner.</p>

Public Health

Areas for Development (across all metrics)

Accessing a breakdown of NCA data for the 0-19 integrated family's service	A significant proportion of the OMBC PH budget is invested in the 0-19 service for health visiting, school nursing and family nurse partnership (correct at time of writing) delivered as a partnership through a section 75 agreement with the Northern Care Alliance. Accessing performance data, including breakdown of the data by demographic and geographical area remains a challenge. We are progressing conversations with the NCA and have some interim solutions in place but further work is still required to reach a satisfactory standard of data returns.
Access to NHS Health Check data	OMBC Public Health have revised the payment model to GP's for the provision of NHS Health Checks, whereby we will now only make payments for quality health checks. A delay in accessing the NHS Health Check data will ultimately delay our ability to validate the quality of the checks and have a knock-on effect to associated payments.
Smoking prevalence	Although our smoking prevalence has continued to fall, and close the gap seen been England average and Oldham, we are aware that those that remain smokers are a cohort that will find it most difficult to quit with additional complexities for example poor mental health or complex lives.

Public Health

Comments

Q1: Rebecca Fletcher (Director of Public Health)

Work is continuing on improving vaccination rates in Oldham with a focus on working with our communities. NHS Health Checks are a key method to prevent cardiovascular disease in our residents. There is a programme of work to improve the quality of health checks to ensure that they are effective as possible. The reduction in our smoking quit rates is related to our focus on working with our most vulnerable, resistant and complex smokers. Work here is essential but quits are more challenging to achieve.

Q2: Rebecca Fletcher (Director of Public Health)

We continue to see increases in the number of residents accessing structured treatment for drugs and alcohol services. This is an important element of our local drug and alcohol strategy. We have more work to do on our approach to long-term recovery. The challenges in accessing data from our 0-19 service continue to be a concern. This service is an essential element of our "best start for life" for children in the borough, and we need to be able to monitor the impact of the service .

Signed Off: _____ 15/10/2024

Public Health

Portfolio Holder Comments

Q1: Councillor Barbara Brownridge

Improvements in vaccine take up continue and I am sure that the development of family hubs will help in this. I also welcome the lung health monitoring that is currently in Oldham as this will identify potential lung disease early as well as providing detailed information to help people to quit smoking altogether

Q2: Councillor Barbara Brownridge

We remain committed to our work on substance abuse, weight loss diabetes and smoking and are making improvements in all areas and are carefully monitoring outcomes to ensure the best use of resources. We are particularly pleased the have found funding for a further six years for social prescribing which is having a measurable effect in improving outcomes for residents,

Signed Off: 12/11/2024