
**Meeting of the Health and Adult Social Care Scrutiny Committee –
24th April 2023**

Report of the Director of Adult Social Care and Public Health and Wellbeing

Quarterly Performance Report – Quarter 3 (1st October 2022 – 31st December 2022)

Purpose

1. To present the Quarter 3 Public Health and Wellbeing and Adult Social Care Quarterly Performance report of the financial year 2022/23 covering the period 1st October to 31st December 2022 in accordance with the new 3-year Council Plan.

Recommendations

2. It is recommended that the Scrutiny Committee review the contents of this report and that any identified performance issues be referred to the relevant Service Director.

Background

3. This Quarter 3 performance report provides the committee with progress on the objectives and Key Performance Indicators (KPI's) set out in our Directorate plans as part of the delivery of the new 3-year Council Plan priorities and our Future Council Programme:
 - A borough of opportunity
 - A safe and healthy borough
 - A borough of ambition and enterprise
 - Dudley Borough the destination of choice

4. The Future Council programme incorporates everything we do, it sits at the heart of the Council Plan enabling our services. The comprehensive programme ensures the council is 'fit for the future'. The programme has four key themes which include:
 - People
 - Digital
 - Place
 - Process
 - Financially sustainable
5. Directorate plans will show the operational activity to deliver the objectives in the Council Plan alongside our other strategies such as the 'Living with Covid Plan', 'Children's Improvement Plan' and the 'emerging climate change strategy'.

Performance Framework

6. The performance reporting framework launched early 2022. The framework monitors performance and progress against the delivery of the Council Plan and Directorate Service Plans. Please See Appendix 1.

Effective performance management requires clearly defined and structured accountability, for Dudley these are:

- Strategic Executive Board have overall responsibility for the approval of and accountability for the Council Plan, initiatives and priorities associated within the performance framework.
 - Performance Champions are in effect 'the custodians' of the Council Plan with responsibility for delivery of the council plan and associated policies. They are also responsible for having an overview of performance ensuring that the right priorities are being attached to the actions contained within the relevant divisional service plans and improvement plans.
 - Directorate Performance Management Teams are responsible for ensuring that timely and accurate performance information is available, that problems of performance are flagged and that appropriate delivery plans are generated and tracked.
 - Both Future Council Scrutiny Committee and the Health and Adult Social Care Committee receive the Quarterly Corporate Performance Management Report and make any associated recommendations.
7. The role of internal Audit is to provide an independent review of the corporate approach to performance management and data quality.

Key Performance Indicators and Summary

8. An extensive piece of work has been carried out across all directorates to ensure all directorate service plans align to the new 3-year council plan core priorities and outcomes.
9. The performance management team have developed a matrix which clearly maps out the corporate KPI's via the directorate service plans clearly showing the alignment to our council plan priorities. See Appendix 1: Corporate Measures 2022-2025.
10. We continually reviewing how we monitor and report on performance. From quarter 1 and in addition to corporate key performance measures being reported we will also report against key actions aligned to our council plan priorities and the outcomes Dudley want to achieve for our residents. The table below provides the number of actions for Public Health and Wellbeing and Adult Social Care including the number of KPI's.

Directorate/Service	Actions	KPIs
Adult Social Care	23	4
Public Health and Wellbeing	17	4

Q3 Performance Summary

11. In terms of Adult Social Care the collective actions attached to the 4 quarterly KPIs have been assessed as "On or Exceeding Target". For Public Health data demonstrates that 4 KPIs are on target. A detailed account of those measures below target are detailed in the attached performance report.

Performance short-term and long-term trends

12. The report also compares direction of travel comparing short term trend and annual trend within the respective scorecards. Please note short term trend will be available at Quarter 2. For further information please refer to the main report and the detailed scorecards together with the exception reporting where applicable (below target).

Key Initiatives / Actions Monitoring

13. In addition to key performance measures and new for this financial year we are also monitoring delivery on key initiatives/actions aligned to our council plan priorities.
14. Actions are identified in Directorate plans and replicated in Spectrum journals. Teams then provide narrative regarding progress as well as assigning a status of either behind, on target, ahead or completed. This information is provided in the performance report and the Service Summary Reports.

Key Activities/awards and accreditations

Adult Social Care

15. There has been positive progress across the reporting period. The two areas of decreased performance pertain to Reablement- PI 501. Over the last 12 months the input and support of discharged patients has changed due to the negative impact of pressures from the hospital flow and the increase in the level of need people have. The Local Authority and the Integrated Commissioning Board have agreed to implement an improved model of discharge support which includes a greater response of reablement for higher complexities for people. This new model is due to begin April 2023 with full capacity October 2023. The Head of Service is confident this will address the slight shortfall in performance in this quarter and forecast performance for next year.

The other indicator that is the conversation rate for safeguarding enquiries to a concern- PI 2134. It is positive to note that the rate has increased to 8% but further work is required to reach the 20% target. A case file audit of safeguarding threshold decisions is scheduled to provide further assurance.

Public Health & Wellbeing

16. Please see attached Service Report for Quarter 3.

Finance

17. There are no direct financial implications arising from this report

Law

18. There are no direct legal implications arising from this report

Risk Management

19. The current performance reporting period, risk management is contained and reviewed in the performance reporting, however as part of the new risk management framework approved at audit and standards committee, risk reporting will not sit within performance and each directorate will need to develop a risk register for monitoring purposes.

Equality Impact

20. There are no special considerations to be made with regard to equality and diversity in noting and receiving this report.
21. No proposals have been carried out.
22. No proposals have been made, therefore does not impact on children and young people.

Human Resources/Organisational Development

23. There are no specific direct human resource issues in receiving this report. In terms of the Council's sickness level and the management of attendance, the HR and OD team continues to work with Directors and Heads of Service to assist and provide support in tackling those areas identified as having high levels of sickness.

Commercial/Procurement

24. There is no direct commercial impact.

Environment/Climate Change

25. There are no implications arising from this report.

Council Priorities and Projects

26. The Council Plan and the Performance Management Framework enables a consistent approach for performance management across the organisation, aligning the Council Plan, Borough Vision and Future Council Programme and provides that golden thread between them.
27. Our Council Plan is built around 4 key priority areas, and our Future Council programme. The Council Plan is a 3-year '[Plan on a Page](#)'. Each directorate has a Directorate Plan that aligns to the priority outcomes that the Council is striving to achieve, as outlined within the Council Plan, and includes an assessment of how the service has contributed towards these priorities along

with a range of key performance indicators to enable us to keep track of progress.

28. Performance management is key in delivering the longer-term vision of the Council. Quarterly Corporate Performance Reports are reported and reviewed by Strategic Executive Board, Informal Cabinet, the Deputy and Shadow Deputy Leader and all Scrutiny Committees.
29. This will help to enable the council to deliver the objectives and outcomes of the Council Plan and in turn the Borough Vision.



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Appendices

Appendix 1.1 – Q3 Dashboard Performance

Appendix 1.2 – Adult Social Care Service Summary Sheet Q3

Appendix 1.3 – Public Health & Wellbeing Service Summary Sheet Q3

Appendix 1.1 – Q3 Dashboard Performance



Corporate Performance Dashboard Adult Social Care

2022-23 Q3

Corporate KPI performance 2022-23 Q3

KPI's due to be reported

4

KPI's reported

4

KPI's missing data

0

KPI short term trend

Comparing 2022-23 Q3 to 2022-23 Q2



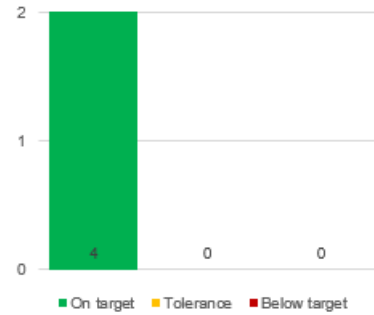
KPI annual trend

Comparing 2022-23 Q3 to 2021-22 Q3



KPI's new for 2022-23 cannot be compared

KPI status



Directorate plan actions status 2022-23 Q3

Action status



Actions due to be updated
21

Actions updated
19

Actions not updated
2

KPI scorecards 2022-23 Q3



Dudley the borough of opportunity

Performance indicator	2021-22	2022-23 financial year							Benchmarking comparator data
	Qtr. 3 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Target	Score	Short term trend	Annual trend	
PI 2133 % of working age service users (18-64) with learning disability support living alone or with family	51%	46%	73%	74%	50%	★	↗	↗	77.3% England 2019/20
PI 2132 % of contacts to adult social care with an outcome of information and advice/signposting	10.9%	9%	23%	25.6%	11%	★	↗	↗	Local measure
PI 501 (ASCOF2B) - Prop of 65+ at home 91 days after discharge from hospital into reablement services	92%	98%	90%	88%	83%	★	↘	↘	82% England 2021/22



Dudley the safe and healthy borough

Performance indicator	2021-22	2022-23 financial year							Benchmarking comparator data
	Qtr. 3 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Target	Score	Short term trend	Annual trend	
PI 2134 % of the conversion of safeguarding concerns to enquiry	8.1%	6%	4%	8%	20%	★	↘	↘	37% England 2019/20

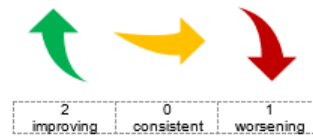
Corporate KPI performance 2022-23 Q3

KPI's due to be reported	KPI's reported	KPI's missing data
4	4	0

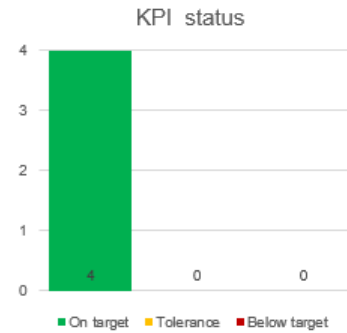
KPI short term trend
Comparing 2022-23 Q3 to 2022-23 Q2



KPI annual trend
Comparing 2022-23 Q3 to 2021-22 Q3

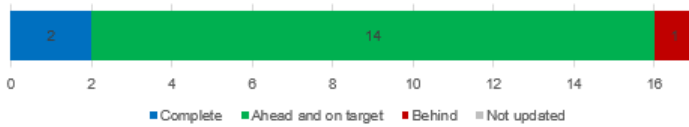


KPI's new for 2022-23 cannot be compared



Directorate plan actions status 2022-23 Q3

Action status



Actions due to be updated	Actions updated	Actions not updated
17	17	0

KPI scorecards 2022-23 Q3

Performance indicator	2021-22		2022-23 financial year						Benchmarking comparator data
	Qtr. 3 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Target	Score	Short term trend	Annual trend	
PI 1441 Air Quality completed in actions in accordance with the timetable in the approved Air Quality Action Plan	100%	97.7%	98.9%	98.3%	75%	★	↘	↘	Local measure
PI 2257 Value of savings made by prevention (intervention) to the people of Dudley (Scams Team)	£414,300	£135,000	£6,000	£633,000	£150,000	★	↗	↗	Local measure
PI 2074 Proportion of premises in the borough that are broadly compliant with food hygiene law (star rating of 3 or more).	86.8%	89.5%	92.9%	92.6%	90%	★	↘	↗	
PI 2260 Percentage smoking at time of delivery (Dudley residents)	-	11.5%	8.4%	9.3%	10%	★	↘	-	Local measure

Appendix 1.2 – Adult Social Care Service Summary Sheet Q3

Service Summary Sheet

Directorate	Adult Social Care				
Year	2022/23	Quarter	3		
Benchmarking with local authorities/nearest neighbours <i>Please consider if a Delivering Better Outcomes proforma should be completed also.</i>					
<p>Adult Social Care continues to benchmark against a larger suite of indicators on a regular basis, for example through monthly Directorate scorecards, as well as requirements for regional and national reporting. The comparisons below are those which relate to corporate indicators. It should be noted that comparator data is based on time periods prior to latest local data available and so does not always reflect recent trends. Benchmarking is refreshed on an annual cycle alongside the release of national statistics.</p>					
Performance Indicator	Qtr. 3	Target	West Midlands average	Statistical neighbour average	National average
PI 2133 % of working age service users (18-64) with learning disability support, living alone or with family	74%	50%	74%	87%	79%
PI 2132 % of contacts to adult social care with an outcome of information and advice / signposting	26%	11%	N/A	N/A	N/A
PI 501 (ASCOF2B) – Proportion of 65+ at home 91 days after discharge from hospital into reablement services	88%	83%	81%	84%	82%
PI 2134 % conversion of safeguarding concerns to enquiry	8%	20%	14%	43%	30%
<p>All indicators performed better than target for Q3 reporting. Through Directorate Planning for the next financial year, indicators and targets will be reviewed to ensure that these continue to reflect priorities for the Directorate.</p>					

Overview of service delivery

Include any issues / risks

Dudley Adults Portal

The Dudley Adults Portal has been developed for local people after working in close collaboration with residents themselves. The online tool offers a new, quick, easy and secure way for people to find information and advice about care and support choices to suit their needs.

Since implementation, the statistics for portal usage have continued to be compared with Front of House statistics and are showing overall increasing portal usage across all areas, while the profile of citizens and professionals remains similar.

More information on the portal can be found at:

<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/dudley-adults-portal/>

Fair cost of care and market sustainability

As part of the government's adult social care reform agenda, local authorities were required to complete a 'fair cost of care' exercise in 2022 to arrive at a shared understanding with providers of the local cost of providing care. This includes publishing a market sustainability plan detailing how they plan to move towards sustainable costs of care (where this is not already being paid) over the next three years.

Local authorities were required to submit draft documents and reports during October 2022 to the Department of Health and Social Care. Dudley has completed this and the results of surveys undertaken, alongside other provider feedback and data, are now informing the development of the council's provisional market sustainability plan.

Documents are published on the Council website

<https://www.dudley.gov.uk/resident/care-health/dudley-social-services/> and provider engagement sessions on the outcomes and sustainability plans are scheduled to take place in February and March. The final market sustainability plan will be published on the Council website at the end of March and uploaded to Department of Health and Social Care.

Sustainability plans for domiciliary care include maintaining a competitive and sustainable rate and the development of a new framework from 2024.

Sustainability plans for the care home market are being considered currently and include the introduction of new bands of care and new rates for new placements.

Queens Cross Network

Queens Cross Network has seen the relaunch of the Direct Payment's Café in October following the restrictions of COVID. There are three clubs identified as preparing to relaunch and use the building facilities early in the New Year. A total of 2,077 people have visited Queens Cross this quarter either as assessed attendees of the service (513) or people with disabilities "dropping in" (478) and other community groups, general visitors or volunteers contributing to the footfall (1,086).

The three community rooms overseen by the Enabling Community Support Team has seen seven new groups established, supporting people with dementia, luncheon club for older people, community interest groups; community café; and midweek prayer/worship. In addition to the regular health and wellbeing checks undertaken by the Enabling Community Support Team the Pleased to Meet You arm of the service has received a total of 247 referrals - the highest area of referral relates to Independent living which includes benefits, form filling, trusted assessor, support with postal enquiries, emergency shopping/delivery set up. The second highest referral is associated with social inclusion i.e. referrals to external clubs/pastimes/hobbies and getting "out and about" Over half the referral rate has been from the south of the borough with Brierley Hill being the main source.

The Crystal Gateway

The Crystal Gateway has delivered a total of 1979.25 hours to an average of 82 people per week living within their own homes. The building-based service has continued to increase its "in person" service with an average of 26 people accessing the service each day. New starters during this period total 5 for building based and 6 for outreach. The waiting list for the outreach provision stands at 35 people – a preferred method of receiving support. The dementia service hosted a training event on dementia to staff across the health and social care landscape (internal and external) including care homes, domiciliary care – a successful event. The service also launched its quarterly newsletter to promote another dimension of carer involvement and information sharing along with the introduction of carer meeting sessions and the launch of the dementia choir (for attendees and their carers).

Telecare

Telecare have launched a pilot in partnership with the NHS urgent care response HUB in Dudley, to enhance our falls response and prevention offer. The pilot enables us to support and lift fallers who are injured instead of historically only those that are non-injured, Telecare responds out with a clinician to injured fallers who then assess and treat the faller in the community, resulting in Telecare then being able to lift them safely, without the need to call for an ambulance. With ambulance waiting times increasing, Telecare customers were automatically being conveyed to hospital, not as a result of the injuries from their fall but due to other health deterioration whilst waiting for the ambulance to attend. The pilot has already seen many improvements for the citizens of Dudley. Being able to reach

more people is organically improving outcomes for individuals. People are being treated and lifted safely in the community, meaning they can stay at home, minimising the need for a hospital admission.

Telecare's service user short video has now been launched across all social media platforms and on the council's website. Telecare's internet page has been updated and feedback received has been positive. We have seen an increase in uptake for December

Reducing delayed transfers from hospital

Adult Social Care received grant monies for local authority discharge and Aging well monies. This has been used to increase the infrastructure of the discharge pathway. As a result, from December 2022 there has been a daily increase of discharges from hospital back into the community for Dudley Residents.

There is an agreement between Black Country Integrated Care Board, Dudley Integrated Health and Care NHS and Dudley MBC to reinvest into reablement improvements for Pathway 1 with a view of fully operational by September 2023. Better Care Fund objectives have been agreed for 22/23 onwards and are on track, the Integrated Commissioning Executive retains oversight of performance.

Living Well Feeling Safe

Our Living well, feeling safe service works to support vulnerable and older people to stay safe, healthy, well and independent in their homes. We received 284 hits of which 258 were new users to the site. Community Engagement has seen an event at Merry Hill resulting in 300 Borough residents receiving information and advice from partner agencies on staying safe and well in their homes and communities. 225 homes safety and security assessments and 355 installations/removals/repairs to door access equipment has been undertaken by the technicians. An enhanced handyperson service has been established to support the discharge to home from a hospital stay.

Workforce metrics

Headcount & FTE as at 31/12/2022	Non Casual Headcount (FT and PT)	Non Casual FTE	Casual Headcount	Agency Headcount	Total Headcount
Adult Social Care	758	646.41	11	88	857

Ethnicity	%
Ethnic Minority Group	14.8%
Undisclosed/Prefer not to say	4.9%
White	80.3%

Staff turnover rate	%
2022-23 Q3	9.7%

Sickness days lost per FTE	Days
2022-23 Q3	10.8

Service achievements

Report of any external accreditation, awards, positive publicity, during the past quarter

New carers hub

In November, Councillor Andrea Goddard opened the hub - based at the Brett Young Day Centre in Halesowen. It is one of two in the borough, with the other located at the Queens Cross Network in Dudley. The hubs support unpaid carers of all ages, offering information, advice and support. The event was organised to tie in with the Festival of Light and Carers Rights Day to recognise and celebrate unpaid carers and the care they provide.

Dementia respite service

The Dudley Council-run Crystal Gateway in Brierley Hill was shortlisted at the regional finals of the Great British Care Awards 2022. The team developed a community outreach service during lockdown due to Covid in 2020, and now can offer help and support either at the Gateway in Brettell Lane or in the comfort of people's own homes. The service has become flexible to adapt to the needs of each individual person to give them the best possible care and support. It can deliver support at the centre, in the home, or even allow people to take part in activities at the centre from home using digital devices.

Plans for new extra care plus scheme

Plans for a new multi-million-pound supported housing development in Brierley Hill are progressing as Dudley Council seeks a housing provider to run the scheme. The council is partnering with private developer E5 Living to create a new extra care plus scheme in the town.

When built, it will provide rented accommodation for people who require a higher level of social care support to maintain their independence as long as possible, including people with dementia. The development in Moor Street will come at no cost to the council and allow people aged 65 and over to live independently with the added benefit of round the clock care and support available.

Opportunities for improvement

Information relating to service complaints / compliments and learning from these

We continue to receive compliments for staff and services provided across Adult social care, improving service users lives and well-being with staff making significant improvements to their current situations

We continue to look at embedded learning from complaints and compliments and a breakdown is provided in each quarter. During quarter three it was identified that some staff within OT had not been supported through supervision. Regular supervision with staff will provide guidance and opportunity to observe professional practice. This has been actioned via discussions with Team Managers and staff.

Any additional information relating to performance

Adult Social Care are due to have an Assurance Inspection by the Care Quality Commission (CQC). A government initiative, this will be the first formal review.

Prior to this a Readiness Review has been organised for May with representatives from Association for Directors of Adult Social Services (ADASS) conducting an assessment to establish the level of compliance we have within Dudley.

In preparation for this initial review, themed task and finish groups have been set up to gather evidence, identify gaps and make proposals to improve our service moving forward.

Appendix 1.3 – Public Health and Wellbeing Service Summary Sheet Q3

Service Summary Sheet

Directorate	Public Health and Wellbeing Division		
Year	2022-2023	Quarter	Q3
Overview of service delivery <i>Include any issues / risks</i>			
Working with partners to develop the aspirations of the child friendly borough			
Child Friendly Dudley Steering Group in operation. Recruitment to project manager role unsuccessful. Growing up in Dudley project underway, and survey sent to stakeholders and awaiting report. Further discussion required around UNICEF status and longer term funding			
Working with partners to promote childhood vaccines			
ICB vaccination lead is now in post. Vaccination inequalities work continues, through the established PH Dudley system group. Working on securing funding from NHS E to address vaccine inequalities across the system. Meetings to be arranged next quarter. Although COVID/flu focused a Dudley roving vaccination service commenced in December, targeting areas of low uptake and providing the public an opportunity to have targeted conversations around flu and COVID vaccination.			
Working in partnership with Children's Services to complete a SEND needs assessment and Strategy			
This work has now been completed			
Working with communities, anchor organisations and partners to take forward asset based approaches			
Support to partners to embed asset-based approaches into the Growing up in Dudley and First 1001 days programmes, including planning of a collaborative workshop to develop a peer to peer support model, input re social prescribing and community development workers support with community asset mapping. Discussion with health colleagues to explore the 'ease of navigation' workstream to understand how the Dudley Community Information Directory can facilitate community connections and build on community assets. Knowledge of local assets and asset-based approach shared during corporate group meeting about DMBC re-use facilities to inform a way forward building on community assets. Expertise on asset-based approaches and local work shared with council, NHS and voluntary sector colleagues at a new Dudley place based meeting of engagement leads.			
Creating a health protection model and emergency planning structures and processes			

Monthly meetings continue, workforce updated when required and meetings to be stepped up should there be an escalation

Work with NHS, Social Care commissioners and providers to develop a programme to improve quality and minimise disruption to services from infectious disease

The Health protection co-operation agreement has been amended and signed by all stake holders within this quarter The audit and education programme for social care continues. The PH Health Protection Team continues to support outbreak management within social care and also education settings on a daily basis, to ensure effective management of cases, providing support to those areas to minimise impact of outbreak.

Development of integrated family hubs, providing health, education and social care for all Dudley Families

Delivery plan submitted and awaiting second tranche of funding for 22/23. Recruitment underway. Governance developed. JSNA due for completion Q4 Co-location of services now started, with midwifery teams in all Family Hubs and development of locations for outreach.

Develop a system wide pathway to reducing loneliness and isolation

Ongoing work to support older people including the roll-out of the Later Life Planning resource across DMBC, voluntary sector, community groups, businesses and events and online at www.lets-get.com. Increasing numbers of people referred for digital skills sessions and 11 tablets loaned. Seeing significant improvements in people's confidence in using technology, making new friends, increased contact with others and participating in their local community as well as reduced loneliness and isolation. Engagement with 21 local community groups that involve or support older people to build relationships, provide support, help to develop projects and discuss concerns on keeping healthy and well with focus on winter wellbeing. Winter wellbeing campaign has included circulation of 20,000 booklets, training of front-line staff, key messages on Black Country radio and promotion through council channels and local media. Evaluation and report is due in March. Some delays in work to further support to the cost-of-living crisis but questionnaire has been developed to map services and identify gaps. Connecting Older People: a networking and funding event delivered in November, with a total of 63 people attending. 12 community groups shared their project ideas and received funding voted by the audience and will be provided with ongoing support throughout the project. Befriending scheme: Home visits and telephone calls supporting 73 older people at risk of loneliness. 53 volunteers signed up to the scheme delivering a total of 475 hours of befriending this quarter.

To protect the people of Dudley by expanding the work of the trading standards team

Ongoing projects include dealing with premises selling illegal tobacco and vapes, investigating scams, investigating bogus carers targeting the vulnerable, and several investigations against second hand car dealers. Dealing with illegal tobacco and vapes continues to make a significant demand on resources, and an ongoing program of underage test purchases by vape sellers has revealed a high failure rate which will necessitate ongoing legal action.

Ensure robust emergency planning and business continuity processes are in place across the council and commissioned services to respond to incidents that impact our residents and services

Outsourced Providers of Critical Services and Supplies Business Continuity Evaluation template has been cascaded through Incident Management Group to be used at the contract monitoring meetings services have with providers to enable the assessment of BC plans. Business Continuity Management Policy and reviewed Incident Management Group Terms of Reference approved at IMG on 2nd November 2022. One-to-One quality review meetings of completed Business Continuity Plans are taking place over the coming months with Heads of Service. Pandemic Plan is being reviewed to incorporate learning from Exercise Perinthus in 2019 and combining with the learning from response to covid-19 pandemic. Mass Fatalities Plan is under review to include new local emergency mortuary arrangements. Multi-Agency Flood Response Plan is being updated to include new Flood Warning Areas in the borough

Support the council wide response to poverty focusing on child poverty

JSNA underway, poverty proofing work under development for 23/24. Successful round of small grant funding, including grass roots support for children.

Improve links between delivery of Public Health goals and the regulatory activities of the Environmental Health and Trading Standards Service

Links between food hygiene inspections and initiatives encourage healthy eating (tackling obesity), removing illicit tobacco from sale (reducing tobacco addiction/reducing smoking in pregnancy), improving air quality (tackling climate change) and visiting vulnerable residents who are targeted by scammers (tackling loneliness and isolation), continue to be developed.

To promote the extensive air quality monitoring network operated by Environmental Health and encourage the application of the data obtained to deliver cleaner air in the borough

A program to promote the importance of air quality and the value of the data we hold is ongoing. Presentations have been given to SEB and Climate Change Scrutiny Committee, new roadside signage has been produced, and school visits are being planned. A review of air quality

monitoring with reference to areas of high asthma rates in the borough is now being undertaken.

Work in collaboration with groups from marginalised communities to understand barriers to improving health and develop programmes to address these barriers

Collaborated with Stourbridge Community Development Trust to deliver a multi-cultural festival in Lye as part of the New Histories project. The event comprised of a traditional folk music performance of Roma music, religious music, local singer songwriters performing western folk music traditions, archive film of the local area, dance from the Christchurch Romanian girl group and Punjabi dhol drum performances that took the whole of Lye into the street for a celebration of cross cultural engagement. Around 200 residents were engaged both inside the venue and outside. The final project report and media resources from the project will be available in Q4. Further community development work with the Roma community in Lye to facilitate community led activities such as dance and music. Support to partners to liaise with the Roma community on a wide range of welfare related issues. The community development worker for marginalised communities appeared in a BBC interview focussing on the impact of the cost of living crisis on the Roma community in Lye. A core group of ward members, council and health colleagues has been established to lead on a system wide asset based approach to working in Lye and a 'Life in Lye' programme will be launched in Q4.

Rebuild the Public Health Department following the 2 year covid response

Planning days are being booked to have a Strategic Plan in place for the Public Health and Wellbeing Division to be clear of our vision, values and mission, then identifying our strategic priorities, programmes and projects to achieve our strategic goals for 23/24.

Recommission and redesign Public Health contracts to be fit for the future and to meet the relevant regulations

On the 24th November 2022 it was decided by the ICB and transformation groups, following legal advice, that the original procurement exercise was no longer live or longer viable due to the time lapsed since initiating the procurement exercise and significant changes in the NHS landscape. In view of this approval has been granted to procure through competitive tender the following Public Health Services: • Sexual Health Services • Integrated Substance Misuse services • Adults Wellness Services • Children and Young People Services for 0-19 year olds (25 years for SEND) To ensure continuation of services post March 2023 whilst Public Health services are being procured, we have approached incumbent providers to direct award to them new contracts for 7 months +up to 5 month, with 1 month notice to extend, contract term effective from 1st April 2023. 2022/23 terms and conditions and financial envelopes would apply,

should this be agreed. The procurement process will commence in January 2023 to ensure continuity of services from 1st November 2023. The intention is to retender those services originally in scope of transfer in revised bundles to bridge our administration's health and social priorities, pool resources, realise financial efficiencies and drive both economies of scale and service innovation. Soft market testing will commence early January 2023 to gauge provider appetite and the extent of demand in the market for the delivery of services we will be going to market for.

Workforce metrics

Headcount & FTE as at 31/12/2022	Non Casual Headcount (FT and PT)	Non Casual FTE	Casual Headcount	Agency Headcount	Total Headcount
Public Health and Wellbeing	128	112.1	1	16	145

Ethnicity	%
Ethnic Minority Group	14.8%
Undisclosed/Prefer not to say	8.6%
White	76.6%

Staff turnover rate	%
2022-23 Q3	11.8%

Sickness days lost per FTE	Days
2022-23 Q3	5.9

Service achievements

Report of any external accreditation, awards, positive publicity, during the past quarter

- As a result of the excellent work Alexandra has done in Lye over the last 3 years with the Roma community she was nominated by Cllr Hanif to speak in a BBC interview on the impact of the cost of living crisis.
- In recognition of all the individuals who pulled together to host Dudley's summer of sport, the Mayor hosted a small thank-you event today (19 Dec) in the Mayor's Parlour. *The Mayor wishes to extend her thanks to everyone who helped Dudley to play its part in a historic sporting event for the region.* The celebration saw colleagues from across the Council coming together once more to acknowledge the incredible efforts that went into Dudley's contribution to the Commonwealth Games. At the thank-you event, the Mayor of Dudley said: *Today, we have colleagues from public realm, highways, traffic, waste, communications, events, **emergency planning, environmental health and trading standards, public health, culture and leisure, economic growth and skills and virtual schools, and you all played your part in making the Commonwealth Games in Dudley an unforgettable experience for so many people.***
- The Housing Support Fund (HSF) is a government grant offered to councils to distribute to residents that are struggling with increases in the cost of living. Dudley Council received £2,625,519 to be allocated over the period October

2022 – March 2023. Public Health is coordinating the delivery of HSF 3 and are working with partners across the borough and key departments in the council who are working closely with those most likely to be struggling. Money has been allocated to Sheltered Housing organisations, Citizens Advice, Adult Social Care, Homelessness team, Education, Family Centres, Winter Warmth and DCVS to allocate to key services within their remit. This round of funding has also included a new requirement to offer public facing application based access to HSF 3. All of the £2.6m has been transferred to the partner departments and organisations as per the HSF3 spending plan. In Q3, a total of £965,758.66 has gone to 14,336 eligible households across the borough. The application process has seen significant demand, with all the allocated funding already distributed to residents. We are proactively working with partners to ensure that all the remaining fund is distributed where it is most needed.

- The community development worker for marginalised communities appeared in a BBC interview focussing on the impact of the cost of living crisis on the Roma community in Lye. A core group of ward members, council and health colleagues has been established to lead on a system wide asset based approach to working in Lye and a 'Life in Lye' programme will be launched in Q4.

Opportunities for improvement

Information relating to service complaints / compliments and learning from these

- At a meeting of the Your Home Your Forum chairs and vice chairs on 18.01.2023, a number of Cllrs voiced very negative comments on the recent changes to the forum meetings. This poses a significant risk to the reputation of the Council and to the Healthy Communities Team, and also the risk of losing liaison officers meaning lack of capacity to deliver these meetings in the future.

Any additional information relating to performance