
**Meeting of the Health and Adult Social Care Scrutiny Committee –
25th January 2022**

**Joint Report of the Director of Adult Social Care and the Acting Director of
Public Health and Wellbeing**

Quarterly Performance Report – Quarter 2 (1st July - 30th September 2022)

Purpose

1. To present the Quarter 2 Public Health and Wellbeing and Social Care Quarterly Performance report of the financial year 2022/23 covering the period 1st July to 30th September 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 2 performance report provides the committee with progress on the objectives and Key Performance Indicators (KPIs) 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

Q1 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 3 KPIS are on target with one being below target for Quarter 2. A detailed account of those measures below target are detailed in the attached performance report (Appendix 2).

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

Assessment and Independence

15.

- Net reduction in delayed transfers of care from hospital was observed in Q2 achieved through interim collaboratives with health partners. Moreover approval has been given by the Integrated Commissioning Executive (ICE) to scope and model a redesign of the Pathway 1 (Discharge home with Care) to improve the offer of reablement to residents and create flow within the health and care hospital discharges.

Access and Prevention

- Telecare rebranding has been completed and as a result we have updated and modernised our literature also to reflect this. A short video from a service user perspective has been completed and will be used for training, marketing and events, as well as on the council's social media platforms. External events are proving once again successful in supporting residents across the Borough, working in partnership with WMFS and the NHS. Digital upskilling across the workforce has commenced and will enable us to educate service users and maximise the use of the TEC that they already own, promoting alternatives to the traditional telecare offer, e.g. digital solutions, apps etc. We continue to deliver over and above industry expected standard on our call handlings times answering 98.26% of alarm calls within 60 seconds and 99.77% within 180 seconds.
- Cabinet Member Cllr. Neale and DASS congratulated all those involved in Dementia Gateways for reaching the finals of the Great British Care Awards that will take place later in the year; and reflects how much this service is valued within our communities.

Dudley Disability Service

- Quarter 2 data extends the overall trend of reduced volume of people waiting for a Care Act review attributable to increasing resource focusing on reviewing. Specifically, a net reduction in waiting over 12 months has been achieved when compared to the same period in Q1.

Adult Safeguarding & Mental Health

- The Dudley Peoples Partnership Boards website and the Safeguarding sections on the Councils website have been updated to provide easier access to information and guidance for the public and professionals on how to raise a safeguarding concern. After wide communication and engagement Public and Professional Portals have been developed to raise safeguarding concerns and are available on both websites.

Public Health & Wellbeing

16. Service Report is attached as appendix 1

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.

Council Priorities

25. 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.

26. 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.
27. 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.
28. 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 - Adult Social Care and Public Health and Wellbeing Quarterly Performance Report

Appendix 1.2 – Q2 Dashboard Adult Social Care & Service Summary Sheet

Appendix 1.3 – Q1 Dashboard Public Health & Wellbeing and Service Summary Sheet