

12th September 2013	ITEM: 12
Thurrock Health and Well-Being Board	
BOARD PERFORMANCE REPORT – 1ST QUARTER	
Report of: Ceri Armstrong, Strategy Officer, Thurrock Council	
Accountable Director: Roger Harris, Director of Adults, Health and Commissioning; and Director of Children’s Services	
This report is Public	
Purpose of Report: To provide the Board with the assurance that the Health and Wellbeing Strategy is being delivered and the action being taken to improve those areas not on track.	

EXECUTIVE SUMMARY

This report identifies highlights and exceptions from the Health and Wellbeing Strategy’s delivery plans – parts one and two.

The full updates are available in the attached appendices.

Most work is on track, and at this early stage in the Strategy’s implementation, it is not possible to identify the extent to which activity, on the whole, is having an impact on improving outcomes.

Updates will be provided on a quarterly basis as agreed at the May 2013 Board.

1. RECOMMENDATIONS:

- 1.1 That the Board note the first quarter’s performance report, highlights, and exceptions.

2. INTRODUCTION AND BACKGROUND:

- 2.1 At the May Board meeting, it was agreed that a performance report would be brought to the Board four times a year – the final report would be an annual report.
- 2.2 The performance report would be based on the Health and Wellbeing Strategy’s delivery plans. The Board stated that it wanted ‘Board effectiveness’ to be part of the performance report.
- 2.3 This report provides a progress report for the months April – June. In addition to providing an update against actions contained within the Board’s delivery

plan, it also provides a limited number of ‘Key Performance Indicators’ – KPIs. The addition of KPIs allows outcomes to be measured in addition to delivery plan outputs.

- 2.4 As each quarter’s performance report is developed, the Strategy’s delivery plan itself will also be reviewed and updated accordingly. Suggested updates and changes will be made clear.
- 2.5 The Health and Wellbeing Strategy, and its delivery plans, is in two parts. Part 1 encompasses ‘adult health and wellbeing’, with part 2 focusing on the health and wellbeing of children and young people. Performance monitoring for part 2 of the Strategy is carried out by the Children and Young People’s Partnership Board. As the Health and Wellbeing Board’s focus is the whole population, its performance report contains an update about part 2 of the Strategy.
- 2.6 Full updates of both delivery plans are attached. This report focuses on highlights and exceptions.
- 2.7 The Board is also able to measure performance through key parts of the Health and Wellbeing Strategy being agenda items in their own right. The Board’s work plan is therefore a key part of the Board’s performance framework.

3. ISSUES, OPTIONS AND ANALYSIS OF OPTIONS:

Part 1 – Adult Health and Wellbeing

Priority: Improve the quality of health and social care

- 3.1 There are four objectives linked to this priority:
 - Improve the quality of primary care;
 - Improve the quality of secondary care;
 - Improve the quality of residential and community care; and
 - Improve the quality of care across the whole system pathway.

Objective: Improve the quality of primary care

- 3.2
 - Most of the deliverables are on track or expected to be on track.
 - Improving access to services for people with Learning Disabilities is ‘red’ rated.
 - Learning Disability health checks are a focus of the Health and Wellbeing Board with regular reporting. An alternative solution is being found for those GP practices not signing up to the LD health check Directly Enhanced Service (DES). Until further progress has been made, this deliverable will continue to be rated ‘red’.
- 3.3 A number of KPIs have been suggested to better monitor the delivery of this objective, and progress will be measured against these during the year.

Objective: Improve the quality of secondary care

3.4

- Deliverables under this objective appear to be on track.
- A stock take has been undertaken of the action plans associated with any external inspections, reports or surveys. As a result, 21 action plans have been identified. A monthly meeting is being established to gain an overview of all action plans and ensure their implementation and update.
- The Keogh Review placed 11 of the 14 Hospitals reviewed in ‘special measures’, including Basildon. It is currently unclear what ‘special measures’ will include. The Hospital has submitted its response to the Keogh Review report, and a special Keogh Review Implementation Group has been established to ensure implementation of improvement activity identified by the Keogh Review.

3.5 A number of KPIs have been identified as part of the monitoring of this objective. The KPIs focus on safety and quality of care and are featured within Basildon Hospital’s performance report and also Basildon and Brentwood CCG’s Quality and Governance Committee.

3.6 Focused effort has taken place on improving patient satisfaction and managing patient complaints and concerns. The real-time patient experience system has been installed and the new patient experience lead is now in place.

3.7 The Hospital’s Chief Executive is attending the September Health and Wellbeing Board meeting and will be able to provide a more substantial and current update on any of the points raised within this and the attached report.

3.8 Concerns and issues have emerged in relation to the quality of secondary care. These include:

- Future maternity capacity; and
- ‘high risk’ inspections being carried out at other secondary care settings where Thurrock CCG has contracts – these include Queen’s Hospital in Romford, Barts, and also Dartford and Gravesham NHS Trust.

Objective: Improve the quality of residential and community care

3.9 All deliverables are on track.

3.10 A number of areas of joint work are progressing successfully. These include Winterbourne View reviews; and also a joint monitoring group across health and social care which has enabled early sharing of concerns. Joint monitoring visits have taken place as a result.

Objective: Improve the quality of care across the whole system pathway

- 3.11 Deliverables mostly on track. Successful delivery will result in a greater number of people being helped to stay out of hospital and helped to remain in their own homes.

Priority: Strengthen the mental health and emotional wellbeing of people in Thurrock

- 3.12 There are five objectives linked to this priority. The first four objectives are linked.

- People have good mental health;
- People with mental health recover;
- People with mental health problems have good physical health and people with physical health problems have good mental health; and
- People with mental health problems achieve the best quality of life; and
- Strengthen emotional wellbeing.

Objectives: people have good mental health, people with mental health recover, people with mental health problems have good physical health and people with physical health problems have good mental health, and people with mental health problems achieve the best quality of life.

- 3.13 Although the deliverables linked to these objectives are progressing, some timescales have slipped. This is partly due to the Mental Health Strategy being rewritten due to consultation results. Highlights include:

- Working group in place to develop the Gateway to Mental Health Services;
- Section 75 agreement has been redesigned;
- Work is being carried out with Essex County Council on the CAMHS pathway; and
- Local Area Co-ordinators are in place.

- 3.14 Whilst deliverables are on track, performance is poor in relation to adults in contact with secondary mental health services who live independently with or without support, and those in paid employment. Improving performance will be the focus of the Mental Health Operational Group and it is likely that an action plan will be put in place.

Objective: strengthen emotional wellbeing

- 3.15 Work is progressing on this objective with most deliverables on track.
- 3.16 The Emotional Health and Wellbeing Plan will now be developed by March 2015 rather than March 2014. The Plan will follow the evaluation of a number of existing initiatives.

Priority: Improve our response to the frail elderly and people with dementia

- 3.17 There are four objectives linked to this priority – with the latter three being linked:
- Early diagnosis and support for people living with dementia;
 - Make Thurrock a great place in which to grow older;
 - Creating communities that support health and wellbeing; and
 - Creating the social care and health infrastructure to manage demand.

Objective: Early diagnosis and support for people living with dementia

- 3.18 Most deliverables are on track. The area of increasing uptake in direct payments to people with Dementia and their carers is currently rated amber. Dedicated training sessions have taken place with social workers – but at this point it will be too early to identify how the training is impacting on increased direct payments.

Objectives: Make Thurrock a great place in which to grow older, creating communities that support health and wellbeing, and creating the social care and health infrastructure to manage demand.

- 3.19 Deliverables are on track with some notable highlights:
- Most of the Local Area Coordinators are in place;
 - Successful bid for a grant to support the first phase of the development of affordable housing in Derry Avenue;
 - Elizabeth Gardens formally opened in June; and
 - Thurrock awarded the 'gold standard' by the Campaign to End Loneliness.

- 3.20 Further updates will be available through Building Positive Future Programme progress updates to the Board.

Priority: Improve the physical health and wellbeing of people in Thurrock

- 3.21 There are two objectives linked to this priority:
- Reduce the prevalence of smoking in Thurrock; and
 - Reduce the prevalence of obesity in Thurrock.

Objective: Reduce the prevalence of smoking in Thurrock

- 3.22 Work is starting on this area through the development of a Tobacco Control Strategy. A Public Health Strategy Board has been established to steer this work and reports to the Health and Wellbeing Board. Part of the work will include reviewing how services are currently commissioned. Actions relating to this objective have been reviewed to more accurately reflect the current work plan.

- 3.23 Indicators to date suggest the performance in relation to smoking cessation will not achieve targets. Focused work is taking place through the provider – including prevention work with children and young people, and linking to national programmes. Targets have also been attached to specific groups – e.g. those in the most deprived areas, pregnant women etc. There is a data lag associated with the indicators, so performance is likely to improve.

Objective: Reduce the prevalence of obesity in Thurrock

- 3.24 As with smoking prevalence, work is starting on this area through the development of a Healthy Weight Strategy. Work is being steered through the Public Health Strategy Board. Current commissioned services are being reviewed as part of the work, and a work shop is being held in the autumn to plan the Strategy. Actions relating to this objective have been reviewed to more accurately reflect the current work plan.
- 3.25 Indicators to date reflect the levels of obesity in Thurrock – for both children and adults.

Part 2 – Children’s Health and Wellbeing

Priority: Outstanding universal services and outcomes

The three objectives within this element include:

- 3.26 Objective: Raise attainment at the end of all key stages with a particular focus on Early Years Foundation Stage, Key Stage One and Key Stage Two.**

Progress to date:

- An Education commission has been implemented to examine and support our challenge of raising attainment. We are currently awaiting the draft report which is due at the end of September 2013 from which a series of learning outcomes are anticipated.
- Our childcare sufficiency plan has not only delivered but exceeded its target providing in excess of 400 places available.
- Further updates on academic achievements will be included in the next report once details of the pending examination results are known.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

- 3.27 Objective: Promote and improve the health and well-being of children and young people.**

Progress to date:

Active Essex - Work with the director of the County Sports Partnership is underway to secure support through provision of a development worker for sports and physical activity in Thurrock and also around the Primary School sport premium. Active Essex have proposed match funding for this role and further meetings will develop the requirements of the role to ensure that priorities in Thurrock are met.

Eat Better, Start Better

The Public Health team have linked with the Learning and Skills team to deliver the Eat Better, Start Better programme in Thurrock- a two-year programme to improve food provision for children aged 1-5 in early years

settings. The main element of the programme is a comprehensive food, nutrition & cooking training package. The project aims are:

- Improved, healthier food provision for children aged 1-5 in early years settings and at home
- Increased food, nutrition and healthy cooking knowledge and skills for the early years and childcare workforce
- Increased food and nutrition knowledge and practical cooking skills for parents and families

The project is due to finish in September and will be evaluated by the Children's Food Trust and reported back to the Council. The working group have been successful in achieving baseline audits for 38 settings.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

3.28 Objective: ensure progression routes to higher level qualifications and employment.

Progress to date:

- Analysis of sector based skills shortage has taken place and being used to inform programme planning.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

Priority: Parental, Family and Community Resilience

The three priorities within this element include:

3.29 Objective: Early offer of Help.

Progress to date:

- All commissioned early offer of help services are in place. The changes to locality teams and the Multi Agency Safeguarding Hub (MASH) process have been delayed in agreement with the Early Offer of Help Board to enable partners to integrate into the process. Revised go live date for the MASH is April 2014.
- The Troubled Families programme has met its targets for 2012/13 and is currently on target to support 180 families during this year.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

3.30 Objective: Mitigate the impact of child poverty

Progress to date:

- Provision of Emergency Living fund vouchers through Childrens Centres and joint promotion of money advice services.
- Family intervention scheme delivering a targeted outreach programme for those digitally excluded.
- A child poverty checklist has been developed with implementation planned for October 2013.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

3.31 Objective: Strengthened Communities.

Progress to date:

- South Ockendon hub now fully implemented with over 50,000 visitors having already made use of the facility with a range of teams in place including a peer support programme.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

Priority: Everyone Succeeding

The three priorities within the element include:

3.32 Promote the attainment and achievement of under-achieving children.

Progress to date:

- Tuition has been provided for all year 11s that required it.
- Review undertaken of pupil premium impact across Thurrock schools.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

3.33 Objective: Promote and support inclusion

Progress to date:

- All children's centres are offering a range of activities and joint delivery groups for children at risk of development delay across the borough.

- Community profiles and baseline data on access of children's centres is in place.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

3.34 Objective: Narrow health inequalities for children and young people

Progress to date:

- Joint work is ongoing between the early offer of help and public health on increasing vaccinations.
- The early offer of help service provision is at an early stage.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

Priority: Protection When Needed

The three priorities within the element include:

3.35 Objective: Provide outstanding services for children who have been or may be abused.

Progress to date:

- The Troubled Families Programme has met its targets for 2012/13 and is currently on target to support 180 families during this year.
- The first payment by results claim has been submitted.
- The violence against women and girls implementation plan has been completed with the initial focus on Education, Health and Housing.
- The development of the child sexual exploitation strategy has taken place.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

3.36 Objective: Providing outstanding services to the most vulnerable children and young people.

Progress to date:

- Programme of targeted activity in place at Grangewaters with referrals being received from the Multi-agency (MAGS) panel.
- Troubled Families Programme providing support and information through delivery of its service.
- Tender process underway to commission short break services for disabled children.
- Work in progress in developing a new parents' participation forum.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

3.37 Objective: Provide outstanding services for children in care and leaving care

Progress to date:

- There are currently 86 foster careers in Thurrock of which 16 are able to provide therapeutic foster care. The aim is to have 120 and regular recruitment events are held throughout the borough.
- A review has been commissioned of placements and local foster care provision.

Remaining activities within this objective area are ongoing or not yet started and will be reported on in later progress reports.

Next Steps

- 3.38 Delivery plans will be updated on a quarterly basis with reporting going first to the Health and Wellbeing Executive Committee, and for Children, the Children’s Partnership Board. Any improvement activity will be identified and agreed through this route.
- 3.39 The Health and Wellbeing Strategy is a three year Strategy, so in some cases, it is difficult to say at this early stage whether activity is making an improvement in outcomes. This will be more evident as the Strategy is delivered over the next three years.
- 3.40 The Board is holding an away day on the 28th November. This will help to identify its performance and any areas of improvement.

4. REASONS FOR RECOMMENDATION:

- 4.1 For the Board to gain the assurance it needs that the Health and Wellbeing Strategy is being delivered and that the achievement of milestones is leading to improved outcomes.

5. CONSULTATION (including Overview and Scrutiny, if applicable)

- 5.1 Action updates have been received from action owners or existing public reports. Consultation has taken place with the Health and Wellbeing Executive Committee.

6. IMPACT ON CORPORATE POLICIES, PRIORITIES, PERFORMANCE AND COMMUNITY IMPACT

- 6.1 The performance report will enable the Board to measure the delivery and effectiveness of the Health and Wellbeing Strategy. The Health and Wellbeing Strategy contributes towards the delivery of the Community Strategy priority 'improve health and wellbeing'.

7. IMPLICATIONS

7.1 Financial

Implications verified by: **Mike Jones**
 Telephone and email: **01375 652772**
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None identified – initiatives to be delivered within existing budgets.

7.2 Legal

Implications verified by: **Chris Pickering – Principal Solicitor**
 Telephone and email: **0208 227 3774**
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None identified – there is a statutory duty under the Health and Social Care Act to have a Health and Wellbeing Strategy. The purpose of the performance report is to allow the Board to gain the assurance it needs that the Strategy is being delivered and that outcomes are being improved. The priorities as identified will also help to ensure that the Council are meeting their legal obligations to residents.

7.3 Diversity and Equality

Implications verified by: **Samson DeAlyn**
 Telephone and email: **01375 652472**
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None identified.

7.4 Other implications (where significant) – i.e. Section 17, Risk Assessment, Health Impact Assessment, Sustainability, IT, Environmental

None.

BACKGROUND PAPERS USED IN PREPARING THIS REPORT (include their location and identify whether any are exempt or protected by copyright):

APPENDICES TO THIS REPORT:

Appendix 1 – Part 1 Delivery Plan Performance Update
Appendix 2 – Part 2 Delivery Plan Performance Update

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