

# Your Nottinghamshire Your Future Council Plan

## Adult Social Care and Public Health Department

### Our commitments measuring our success

#### Priority 1 - A great place to bring up your family

##### Commitment 1 - Families prosper and achieve their potential

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National Average
Young people will have improved physical and mental health	The proportion of children in Notts who are covered by the Healthy Child Programme (mandated checks undertaken within timescale)	Q1 and Q2 2018/19 combined: New birth visit 88.6% 6-8 week review 85.2% 1 year review by 15 months 89.7% 2 year review 81.6%	95% (mandated checks undertaken within timescale)	High	Q4 2017: new birth visit: 84%, 6-8 week review: 85%, 1 year review by 15 months: 90.8%, 2 year review: 79.2%	Q1 and Q2 2018/19 combined: New birth visit: 89.2% 6-8 week review: 85.5% 1 year review by 15 months: 82.2% 2 year review: 77.4%

##### Commitment 2 - Children are kept safe from harm

Children at risk are appropriately identified, supported and protected	Number of children and young people supported in Domestic Violence services	436 (2018-19 Q1-Q3)	622 (indicative target)	High	156 (Q1 2018/19) 510 to end Q4 2017/18	NA
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##### Commitment 3 - Children and Young People go to good schools

Vulnerable children are less likely to miss education	The proportion of children in Notts from less advantaged backgrounds who achieve a good level of development at the end of reception.	49.9%(2017/18)	Increase	High	48.2% (2016/17)	56.6% (2017/18)
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#### Priority 2 - A great place to fulfil your ambition

##### Commitment 4 - Nottinghamshire has a thriving jobs market

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National Average
More people are in higher paid and skilled jobs	Number of people supported by the Council in apprenticeships and placements related to social care and public health	77	N/A	Maintain at same level	43	NA
More apprenticeships available for people of all ages	Number of adults with disabilities supported into employment by the Council	386	N/A	High	328	N/A

##### Commitment 5 - Nottinghamshire is a great place to live, work, visit and relax

People live in communities supported by good housing and infrastructure	The fraction of deaths in adults attributable to air pollution	5.0% (2017)	Reduce	Low	5.7% (2016)	5.1% (2017)
	Proportion of adults with learning disabilities who live in their own home or with their family	75.40%	76.0%	High	74.80%	75.4%

##### Commitment 6 - People are healthier

Healthy life expectancy increases  Life expectancy rises fastest in those areas where outcomes have previously been poor	Average number of years people live in good health (male/female)	62.5 (male) 61.6 (female) (2015-17)	Increase	High	61.7 (male) 62.4 (female) 2014-16	63.4 (male) 63.8 (female) (2015-17)
	Reduction in the proportion of adults who smoke, are overweight, or who are physically inactive	Smoking prevalence 15.1% (2017) Overweight adults 64.4% (2016/17) Physically inactive adults 23.2% (2016/17)	Reduce	Low	Smoking prevalence 15.1% (2017) Overweight adults 64.4% (2016/17) Physically inactive adults 23.2% (2016/17)	Smoking prevalence 14.9% (2017) Overweight adults 61.3%(2016/17) Phys inactive adults 22.2% (2016/17)
	Proportion of eligible population who are offered / invited an NHS Health Check	Cumulative offered a health check: 64.9%  Cumulative uptake (percentage of those who have been offered, who have received a health check) 59.5%  (2014/15 Q1 – 2018/19 Q3)	66% (invites) 66% (uptake) (Targets as from 2018/19)	High	Cumulative offered a health check: 57.7%  Cumulative uptake (percentage of those who have been offered, who have received a health check) 58.8%  (2014/15 Q1 – 2018/19 Q1)	Cumulative offered a health check: 85.2%  Cumulative uptake (percentage of those who have been offered, who have received a health check) 48.0%  (2014/15 Q1 – 2018/19 Q3)

### Priority 3 - A great place to enjoy later life

#### Commitment 7 - People live in vibrant and supportive communities

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National Average
Older people are treated with dignity and their independence is respected	Number of adults referred/linked to community resources to promote independence and social inclusion	3754	N/A	High	1276	N/A
Our most vulnerable residents will be protected and kept safe from harm	% of safeguarding services users who were satisfied that their outcomes were fully achieved	72.60%	80%	High	70.90%	N/A

#### Commitment 8 - People live independently for as long as possible

Carers receive the support they need	Number of carers given advice and information	5489	n/a	n/a	3329	n/a
People will have the opportunity to live independently in their local community	Number of carers who are supported	3597	n/a	n/a	1996	n/a
	Number of people who receive financial or benefits advice	4144		High	2287	N/A
Better access to financial advice so that older people can make more informed decisions	Number of people who receive short term services to recover, recuperate and maximise independence	3943	n/a	High	1856	n/a

#### Commitment 9 - People can access the right care and support

People's needs are met in a quick and responsive way  Services improve as a result of a better integration of health and social care	Qualitative feedback from surveys of people who use the Notts Help Yourself (NHV) website and receive advice, guidance and signposting from the Customer Service Centre (CSC)	Over the last 12 months there have been just over 312,000 visits to the site; with the majority being from members of the public. Since July 2018, there have been no further routine surveys of the advice and guidance received by people who contacted the Customer Service Centre due to staffing capacity at the CSC. There is work underway to establish a new process for obtaining feedback from people on the effectiveness of the service received.			125,661 people used NHV in the period - average increase of 18% in last 3 months. Between April and July 2018, 685 customers were surveyed on the advice and guidance / signposting they were provided by the CSC, including use of Notts Help Yourself. Only 11 cases reported that the advice and guidance had not been helpful. This resulted in processes being amended and feedback provided to the relevant advisor to consider for next time. The survey process is to be reviewed to identify a more effective way of collecting this feedback.
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Proportion of people whose needs are resolved at the first point of contact	77.50%	n/a	High	75.00%	n/a
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services (effectiveness of the service)	79%	80.0%	High	82.40%	82.70%
Average daily rate of delayed transfers of care attributable to social care	0	0.7	Low	0	n/a
Qualitative feedback from Accountable Officers of local CCGs / ACS (Annual)	This measure to be reviewed in the light of emerging ICS and changing CCG structures	n/a	High	This measure to be reviewed in the light of emerging ICS and changing CCG structures	n/a

## Your Nottinghamshire Your Future Council Plan

### Adult Social Care and Public Health Department

#### Key activities that support delivery of the council plan

#### Priority 1 - A great place to bring up your family

##### Commitment 1 - Families prosper and achieve their potential

Success means	Activities to progress the outcome	Progress
Young people will have improved physical and mental health	We will lead the commissioning of services to promote healthy lifestyles and address ill-health amongst all children, young people and families	The Healthy Families Programme for 0-19's contract commenced on 1st April 2017. The contract is now in Year 2 of service delivery. The model of service is based around 20 locally based Healthy Family Teams across Nottinghamshire aligned to children's centre boundaries, and supporting children, young people and families. The Healthy Families Programme delivers the Department of Health's Healthy Child Programme and each family receives a schedule of universal checkpoint reviews, including a programme of screening tests, developmental reviews and information and guidance to support parenting and healthy choices, to ensure that children and families achieve optimum health and wellbeing. The workforce is configured to provide the highest level of support in areas of greatest need.

##### Commitment 2 - Children are kept safe from harm

Children at risk are appropriately identified, supported and protected	We will lead the commissioning of services to promote healthy lifestyles and address ill-health amongst all children, young people and families	The Healthy Families Programme for 0-19's contract commenced on 1st April 2017. One of the key roles of the Healthy Families Programme is to identify children and young people with specific needs and risks and provide targeted support. Key stakeholders for the service include children's social care, early help unit, MASH and the Family Service. Children are identified, supported and protected using a multi-agency 'team around the child' approach
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##### Commitment 3 - Children and Young People go to good schools

Vulnerable children are less likely to miss education	We will commission a Healthy Families Programme to support school readiness, secure improved emotional and physical health of school age children, and contribute to reducing the number of young people not in education, employment or training due to unplanned pregnancy.	A Healthy Families Programme for 0-19's was commissioned and the contract commenced on 1st April 2017. The range of activity includes: <ul style="list-style-type: none"> <li>• Level one interventions for emotional and mental health issues including depression, low mood, self-harm, anxiety, risk-taking behaviour, and anger management, working closely with schools and families</li> <li>• Support around healthy relationships, contraception and sexual health, including pregnancy testing and chlamydia screening</li> </ul> In addition, bookable Healthy Child sessions for parents/carers of primary school age children provide further access to one to one support; drop-in sessions or young people are established in or near each secondary school
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#### Priority 2 - A great place to fulfil your ambition

Commitment 4 - Nottinghamshire has a thriving jobs market		
Success means	Council Plan Key Measures of Success	Progress
More people are in higher paid and skilled jobs	We will promote careers in social care and public health for young people, through apprenticeships and placements	The department has been running a local recruitment campaign alongside the national campaign that was launched to attract people into the adult social care sector. The campaign ran from mid-February to the end of March 2019. The County Council developed a comprehensive marketing campaign to increase the number of targeted workers on the current supply register. There were over 2,000 visits to the recruitment website, exceeding the 1000 target set for the campaign, and 1440 'clicks' through to job adverts with 83 applications for Community Care Officer, Reablement Support worker, Social Worker and Occupational Therapist roles. The department has also actively supported the Change 100 programme run by Leonard Cheshire, which brings together employers and talented disabled students and graduates to offer 3 months paid work experience, and has so far had 2 interns - both of whom have successfully secured fixed term contracts with the department. An application has been put forward for another intern to join the department over the summer. Public Health provides placements as part of rotational training programmes for Public Health Consultants and for doctors. In the 2018/19 the division hosted three FY2 doctors, three Public Health Registrars, and three GPs on fellowship placements. Public Health also provides shorter work experience placements for local students. In 2018/19 it provided part-time placements for three students on the Masters in Public Health course at Nottingham University, plus two short term work experience placements, one for a local graduate interested in a career in Public Health analysis, and one for a student Health Visitor. The Public Health division contributed to development of a national apprenticeship framework for Public Health practitioners. The full apprenticeship standard was approved in December 2018. End Point Assessment is in development, alongside exploration of training support which will make it practical to offer apprenticeships in the East Midlands region. Once these are in place, the division will examine arising vacancies for suitability to be offered as Public Health practitioner apprenticeships.
More apprenticeships available for people of all ages	We will work with partners and the wider community to improve the number of adults with disabilities in meaningful employment	The Corporate Director for Adult Social Care and Health is leading a project to improve the Council's performance with regard to employment opportunities for people with disabilities and long-term health conditions. This work involves colleagues from Public Health, Children and Families' services and the Place department. There are a number of workstreams including economic development and working with potential employers, and promoting the Council as a good employer, which will also include the organisations that provide services on behalf of the Council. The I-work team and the Notts Enabling Service have continued to work with people with disabilities to increase independence wherever possible, and to prepare and support people with opportunities for paid and voluntary work. With regard to the redevelopment of the County Horticulture Service, work continues to make improvements to the site, including redesign of the employment hub to improve the commercial elements at Brooke Farm and increase employment readiness for paid outcomes outside of the hub for people with disabilities.
Commitment 5 - Nottinghamshire is a great place to live, work, visit and relax		
People live in communities supported by good housing and infrastructure	We will work with partners to develop housing, built environment, and transport which supports healthy lifestyles and reduces exposure to poor air quality.	NCC Public Health and Planning are updating the county's Health & Wellbeing Board-endorsed spatial planning and health framework in line with local and national policy changes. This is now being disseminated with district councils and the NHS, and taken to the Place and Communities Committee. During the year Public Health provided advice on 7 Neighbourhood Plans, 1 Development Brief and 1 Local Plan, and a detailed response as part of the recent corporate HS2 development consultation. NCC Public Health are providing resources to support personal travel planning in NCC Transport which prioritises areas with lower levels of physical activity and higher level of air pollution. This will be part of the broader Travel Choices programme which is already supported by the commissioned Obesity Prevention and Weight Management Service, which worked in Newark and Sherwood during 2018/19. NCC Public Health-led refresh of the County & City air quality strategy is being finalised and will be presented at the Health and Wellbeing Board in June. We are also working on publicity for Clean Air Day in that month.

	<p>We will work with partners to develop housing that will meet the needs of an ageing population and increasing numbers of people with disabilities.</p>	<p>A Housing with Support Strategy for working age adults has been developed and a public engagement exercise has taken place to gauge views on it. The Strategy will be considered for approval at the Council's Policy Committee in June. The purpose of the Housing with Support Strategy is to ensure that:</p> <ul style="list-style-type: none"> <li>• the right support is provided at the right time, in the right place for all Nottinghamshire residents who have an assessed need</li> <li>• individuals have access to the right kind of housing to ensure maximum independence whilst their care and support needs are appropriately met</li> <li>• people lead as fulfilling and positive lives as possible in a place they can call home.</li> </ul> <p>The strategy sets out how the Council optimises the commissioned services that make up its supported accommodation offer for working age adults in Nottinghamshire who have care and support needs, which includes people with long-term illnesses, people with learning disabilities, people with Autism/Asperger's, people with physical and sensory disabilities and people with mental ill-health.</p> <p>With regard to housing with care for older adults, a new scheme - Townview - opened in Mansfield in February 2019. There is a scheme in Bassetlaw that is due to open later this year.</p>
<b>Commitment 6 - People are healthier</b>		
<p>Healthy life expectancy increases</p> <p>Life expectancy rises fastest in those areas where outcomes have previously been poor</p>	<p>We will commission services which provide support for residents seeking a healthier life-style including reducing their exposure to substance misuse, tobacco, excess weight and low physical activity, and sexually transmitted infections.</p>	<p>Previously commissioned, separate services are currently in place to address substance misuse, tobacco, excess weight and low physical activity, and sexual health. Performance is reported quarterly to the Adult Social Care and Public Health Committee. Many of these services are due to expire in March 2020.</p> <p>Public and stakeholder consultation on proposals for new services took place over the Summer of 2018. The results informed the development of detailed proposals for future services: an Integrated Wellbeing Service (IWS) and a separate Substance Misuse service (SMS). The IWS will support residents to address lifestyle risk factors relating to overweight, poor diet, physical activity, smoking and alcohol, and improve mental wellbeing. This approach will be applied proportionate to need with focus on the communities with the poorest health. The SMS will be delivered separately as an all-age service to blur the age of transition from young people's into adults' services. ASC&amp;PH Committee approved the procurement of these two separate services in October 2018. Public Health are currently in the middle of procuring both the IWS and SMS. A competitive dialogue approach has been taken for both, which means that the public health team has been working with providers in the market to shape and refine both service specifications. The following planned timelines apply; Final Tenders submitted in August 2019; tenders awarded September 2019; Sign off from Committee in October 2019; Services mobilisation from October 2019 and contract commencement April 1st 2020.</p> <p>Sexual health services are mid-contract and deliver an integrated service across Nottinghamshire, which means people can access contraceptive services at the same time and place as testing and treatment for sexually transmitted infections. In response to need an additional on-line chlamydia testing service targeting young people has been commissioned since November 2017. Data for 2018 indicates that the key Public Health indicator - improving the detection of chlamydia amongst 15-24 year olds has made positive progress in Nottinghamshire. ASC&amp;PH committed received an update report on this in February 2019.</p>

### Priority 3 - A great place to enjoy later life

#### Commitment 7 - People live in vibrant and supportive communities

Success means	Council Plan Key Measures of Success	Progress
Older people are treated with dignity and their independence is respected  Our most vulnerable residents will be protected and kept safe from harm	We will work with people to connect them to their community and local networks in order to remain as independent as possible.	<p>The Connect services are aimed at older people and people with long term conditions to provide early interventions to promote good self-care and continued self-management. The service is provided by three external organisations, who each cover one part of the county. They provide brief interventions and up to three months' support to improve health management; promote independence; address the impacts of social isolation; support people to live in safe and suitable accommodation; and improve economic well-being. The performance figures above show the number of referrals to these community resources, but 5023 people have been helped in 2018-19 - 4601 through brief interventions and 422 through a period of short-term support.</p> <p>In addition to the service originally commissioned during 2018-2019 Connect services have been working alongside social care staff at each of the main hospitals to support people through discharge. In mid-Nottinghamshire, additional temporary national funding for winner pressures was used to enable the Connect provider (Age UK) to work with each of the local Integrated Care Teams through their multi-disciplinary team meetings. As a result 544 people have been supported on discharge, and 53 people have been worked with following case discussion in these meetings.</p> <p><i>Connect case study:</i>  <i>Mr B was a 69 year old man with Chronic Obstructive Pulmonary Disease and mobility issues. He was referred to Connect by an OT in an Integrated Care Team for a benefits check, support to fit smoke alarms and support to consider options for alternative housing. Mr B was living alone in a first floor council flat with access via external stairs. Following a home visit to establish what help Mr B wanted, the Connect worker made a referral to Notts Fire &amp; Rescue for smoke alarms to be installed, a referral to the DWP home visiting service for an attendance allowance application to be completed and contacted the District Council to initiate a re-housing application. The worker followed this up by supporting Mr B to complete his online housing application and post supporting documentation. She also made a referral to an optician for a home visit eye test; liaised with the referring OT about additional aids to help with bathing; and supported Mr B to complete an application for a Blue Badge. Mr B was very happy with the help he received as he had been getting stressed about the possibility of becoming housebound and had no idea how to seek alternative accommodation. He also felt relieved to have an eye test arranged.</i></p>
	We will work with people to ensure they feel safe in their homes and communities. Where people experience abuse and neglect, we will provide support that is responsive to their needs and personalised	<p>Performance data shows that, when asked as part of safeguarding enquiries, 72.6% of service users' desired outcomes were fully achieved in 2018-19 - an increase of 1.7% from last year. As this area of safeguarding develops, the Council is able to be more sophisticated in its approach and is currently aligning our process to regional and national work taking place. This has resulted in a proposed amendment to this performance measure to allow us to capture the view of the service user more effectively. The use of advocates in safeguarding enquiries, where this is relevant, is performing above the 80% target (84.8%), meaning those individuals who have difficulty in engaging with the safeguarding process are supported to do so. In addition to this, the department has continued to complete regular audits of safeguarding practice (tri annually) which have evidenced improvements in the overall performance indicators. The audits have also identified areas of development within social care teams. This has resulted in resources and support being tailored to individual teams to improve the standard of work with a focus on making the interventions personalised. The end of year report recognised that a high standard of work had been consistently achieved by 82.8% of teams audited. A pilot project is also currently in place to provide all adults (or representatives/ advocates) subject to safeguarding enquiries the opportunity to give feedback about their safeguarding experience to an independent party. The results of this will help the Council to better understand how to provide responsive and effective support based on individual needs.</p>



## Commitment 8 - People live independently for as long as possible

Carers receive the support they need	We will provide support for carers	A new carers' strategy (2018-20) with proposals to implement a new carer's support offer from April 2019 has been developed in partnership with carers, staff and health partners. In the last year, over 5000 carers have been provided with advice and information, and over 3500 have been supported by the Council. Earlier this year the Council has commissioned a new service delivered by the Carers Trust to provide group activities and support for young carers aged 7 – 17 years who are providing unpaid care to a family member. The countywide service offers young carers the opportunity to meet in a group with other young carers, have fun, learn new skills and try different activities.
People will have the opportunity to live independently in their local community		
Better access to financial advice so that older people can make more informed decisions	We will provide information, advice and guidance to support people to live independently	Over the last 12 months, £3.16m in benefits has been achieved for people in Nottinghamshire by the benefits advice staff in the Adult Access Service. This support plays an essential role in promoting people's choice, control and independence. In addition to this the Council's Adult Care Financial Service team has supported 960 people to make a claim for benefits that they are eligible for, as part of the financial assessment provided by the team. This has raised £2.29m for people in the county. From July 2018 the Council brought the financial information and advice service in-house and provided it through the Customer Services Centre. During this period 215 people have been identified as self funders and provided with printed information on the importance of getting independent financial advice. Of these 82 people were provided with more specific information regarding contact with financial advisors. This is comparable to the service previously offered by Age UK.

## Commitment 9 - People can access the right care and support

People's needs are met in a quick and responsive way	We will provide good quality advice, information and support to people with disabilities and long term health conditions to enable them to lead productive and independent lives for as long as possible	The proportion of people whose social care needs are met at first point of contact has remained high over the last year - with a year-end figure of 77.5%. The 3 Tier approach is fully implemented at the Customer Service Centre and Adult Access Service and is being used for all new enquiries coming into the Council. Through a combination of these two services more people are being offered support at an earlier stage to resolve their enquiries. This means that less people need to be referred through to district social care team so these teams can concentrate on promoting independence and more complicated cases. The project is on track to deliver outcomes and achieve savings. Over the last year, over 300,000 people have accessed information on local services and support through the Notts Help Yourself online directory.
Services improve as a result of a better integration of health and social care	We will provide intensive support at times of crisis and care needs will be reviewed once the immediate crisis has passed.	The Council continues to embed a home first approach in hospitals to ensure that a significant proportion of people are assessed for long term services outside of a hospital setting; for example in the south of the county performance data in February showed that across health and social care 92% of assessments for long term services are now completed in the community, which is an improvement of 7% against last quarter. In the year to date 75% of Nottinghamshire service users required no ongoing home care after receiving a reablement service. Work to transform the reablement service and increase the capacity within the service in order to provide the service to more people is progressing well. The Home First Response Service continues to provide an effective 7 day service to support hospital discharge and people in a crisis situation; 1395 people were supported by this service in the year to December 2018.
	We will work with the health service colleagues to provide more seamless services (where there is a benefit), with people at the centre of the care and support provided.	For two consecutive months (December 2018 and January 2019), Nottinghamshire was the best performing Council with regard to performance on delayed transfers of care. Maintaining this performance requires a huge effort and contribution from staff across Adult Social Care and Health. The national pilot to deliver an integrated health and social care approach to assessment, support planning and personal budgets is underway with participation from health and social care staff in the Rushcliffe and the two Mansfield integrated care teams. The teams are using a new template called "All about Me" to capture person-centred information about each service user. Progress continues in the countywide roll out of best practice models for integrated care teams - Mansfield North and South older adults assessment teams were the first to co-locate into the same physical base as the Mansfield Health teams, in July 2018. In January 2019, Ashfield North and South Older Adults assessment staff moved into the same space as Ashfield community health staff. There are also improvements in information-sharing across health and social care IT boundaries, which have helped to avoid unnecessary hospital admissions as information on citizens' home situation and support has been made available to health practitioners in Emergency services.

	<p>We will provide statutory specialist advice to NHS commissioners and co-ordinate joint strategic needs assessment across health and social care.</p>	<p>Advice has been provided in the development of the strategy and framework for action for the ICS prevention workstream. Clinical and cost effectiveness advice has been provided to CCGs to support prioritisation and commissioning work. In February 2019, all ICS workstreams have now worked up a draft Prevention “plan on a page” – these include a minimum of two priorities and at least one of these should be tobacco or alcohol.</p> <p>The provision of specialist public health advice to the local health and social care system has led to the development of a system-wide approach to reducing alcohol related harm. Through the provision of timely public health intelligence which demonstrated the burden of alcohol related harm, the ICS approved the prioritisation of alcohol as the local system's one year prevention priority. The impact of this work has resulted in the development of a Nottinghamshire Alcohol Harm Reduction Plan in December 2018 with the subsequent and ongoing oversight from the Nottinghamshire Alcohol Pathways Group.</p> <p>Public Health are fully engaged with all ICS workstreams regarding population health / population health management. Work is underway scoping out the future development of the JSNA approach in order to meet the requirements of the forthcoming ICS / ICP / PCN footprints to assess population health needs. The following JSNA chapters have been refreshed and published – Demography, Substance Misuse, Cancer, Autism, Sexual Health and HIV.</p> <p>Consultant in Public Health capacity (0.2wte for 12months) is now in place to support the mental health prevention workstream as SRO.</p>
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