

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	<p>We are continuing to plan for the extension to the NCC commissioned Healthy Families Programme contract to ensure that all CYP and families in Nottinghamshire have access to high quality care as directed within the Department of Health Healthy Child Programme. It is a statutory responsibility placed on LA's to ensure delivery of the Healthy Child Programme.</p> <p>In Nottinghamshire, the performance of the service provided by Nottinghamshire Healthcare NHS Foundation Trust compares favourably within the England average.</p> <p>New all age Integrated Wellbeing Service has been procured and will promote and support the development of healthy lifestyles for families and young people. The service is currently in the mobilisation phase and delivery will commence from 1 April 2020.</p> <p>We are currently reviewing the service offer for both physical and mental health needs for children & young people as commissioned by the Integrated Commissioning Hub on behalf of Nottinghamshire CCGs</p> <p>A full review of CCG commissioned community nursing, speech and language therapy, physiotherapy, occupational therapy, training and end of life care is currently underway with a view to define an improved care pathway for children and families.</p>



Commitment 4 Nottinghamshire has a thriving jobs market		
More people are in higher paid and skilled jobs		Following the success of the local recruitment campaign early in 2019, which was linked to the national adult social care campaign, the department has set up rolling recruitment events and introduced a supply register that interested people can be added to so vacancies can be filled from this list. The department is also considering how to get involved in the next phase of the national recruitment campaign from October to April with a focus on recruiting home care staff. The department has continued to support 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 the graduate development programme overseen by the Council's workforce development team.
More apprenticeships available for people of all ages	We will promote careers and career progression in social care and public health for people of all ages.	Public Health provides placements as part of rotational training programmes for Public Health Consultants and for doctors. In the first half of 2019/20 the division hosted three FY2 doctors and four Public Health Registrars. Public Health also provides shorter work experience placements for local students. During the same period it provided a placement for one student on the Masters of Public Health course at Nottingham University. The division has recently formed an agreement with the University of Nottingham to enable members of staff to attend Masters of Public Health modules free of charge in return for the division contributing to teaching days for university students.
	We will work with partners and the wider community to improve the number of adults with disabilities in meaningful employment and seek to reduce the gap in the employment rate for people with long term health conditions.	The Improvement and Change sub-committee received an overview of the Employment and Health programme and its ambitions in September. The preliminary evidence review of this area of work has been undertaken by Public Health and shared with key stakeholders within the Council. An external partner has started work to review the Council's existing employment support offer for people with disabilities, long-term health conditions and care leavers. They will produce a report with their findings and recommendations by the end of the year. The intention is to have a draft employment strategy for consideration by Members early next year. 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. Development work at Brooke Farm has continued, and the appointment of a retail manager has allowed the Farm shop to focus on commercial development. In relation to the redevelopment of the site, the required surveys have been completed and the Farm is working with the neighbours on issues required before work can commence. Project development details are being finalised. To engage with wider system partners a Health and Wellbeing Board workshop was held in September. The aims of this workshop were to: Explore the relationship between good work and health in Nottinghamshire; Understand the gaps in employment for those with health and complex social issues, and the barriers they face to employment; and Identify and commit to actions to improve opportunities for employment for these groups. Over 50 stakeholders from across the landscape attended including representation from local authorities, the NHS, providers, the Department for Work & Pensions, and the D2N2 Local Enterprise Partnership. NHS England, NHS Improvement, and Public Health England's clinical champion also attended as participants and to gain an insight into local practice. Approval will be sought for the identified actions and next steps.



Priority 2 - A great place to fulfil your ambition

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

Success means	Council Plan Key Measures of Success	Progress
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.	The Nottinghamshire air quality strategy has been endorsed by the Health & Wellbeing Board. This has strategic objectives relating to the Planning system, transport planning, domestic and commercial emissions and engaging and raising awareness in the public. Public Health regularly engages with Environmental Health Officers from all Districts and the City to discuss collaborative action such as the social media campaign for Clean Air Day 2019. Gedling Borough Council has an air quality policy which has influenced regional guidance and this approach is being advocated by Public Health to districts that do not have such a policy. The county council as transport authority have a range of initiatives to encourage zero and low emissions transport such as the evidence based personal travel planning.
	We will work with partners to develop housing that will meet the needs of an ageing population and increasing numbers of people with disabilities.	The Housing with Support Strategy for adults aged 18-64 years was approved at Policy Committee in June 2019. The strategy provides a framework which ensures that people with an assessed need are provided with housing options that are proportionate and appropriate to need and make the best use of the Council's available resources. It provides clarity to service users, their families and carers as to what housing options might be offered to meet the assessed needs. In relation to the provision of housing with care for older adults, the council has been receiving support from external consultants to better understand the national and regional picture, and how this is reflected in the Council's offer. Further to this work has been undertaken within the department to outline a way forward for delivery of a comprehensive portfolio of Housing with Care schemes, as well as identifying the potential for achieving savings. Priory Court in Worksop, developed in partnership with Bassetlaw District Council, is now completed and will start to accommodate residents within the next month. The Council has invested almost £3m into the scheme to provide extra care housing and 10 assessment beds, alongside the general housing flats.

Commitment 6 - People are healthier

Healthy life expectancy increases	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.	Change, Grow, Live have been procured to deliver the All Age Substance Misuse service from April 2020. Mobilisation is taking place between October 2019 and April 2020 with an event planned for December 2019 to inform stakeholders of the new model.
Life expectancy rises fastest in those areas where outcomes have previously been poor		<p>In Quarter 1, 507 people were supported to stop smoking. The quit rate for service users is above the national average, reflecting the quality of the service provision. The ASSIST programme continued to work in schools across the county to offer a peer led programme to prevent the uptake of smoking by young people and the Trading Standards commissioned service continued to disrupt the supply of illegal tobacco across the county taking cheap, illegal tobacco off the streets.</p> <p>The commissioned obesity prevention and weight management service continues to support residents of all ages in targeted obesity prevention and weight management. For example, 1200 adults, 54 children, 111 pregnant women have been supported in weight management. A Better Life (ABL) has been contracted to deliver the new Integrated Wellbeing Service from April 2020 which will replace the current stop smoking and obesity prevention and weight management contracts.</p> <p>Three Integrated Sexual Health Services are commissioned which provide a comprehensive open access sexual health service. All three services perform well against established targets and two services recently had positive quality assurance visits. Young people carried out mystery shopper visits and made recommendations to the services. There has been an increase in the take up of online chlamydia screening amongst the target audience younger people aged 16-24 years which has resulted in an increase in our chlamydia detection rate in 2018.</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	We will work with people to connect them to their community and local networks in order to remain as independent as possible.	Shared Lives, which is run by the Council's ASCH Direct Services has a team of 63 carer households around the county who offer a mixture of long-term support – where the service user lives in the carer's home full time – respite care and outreach services. The main benefit of Shared Lives is that the person lives as part of the carer's family and can become involved in activities in their local community. Shared Lives matches vulnerable people with carers in Nottinghamshire was rated as outstanding by the Care Quality Commission (CQC) following an inspection of the scheme over three days in June this year. Of the five key inspection areas the scheme was judged to be outstanding in three areas and good in the other two. The CQC report stated that 'People received a remarkable service from extremely compassionate carers, who were fully supported and exceptionally well-liked by the management team. The registered manager and care co-ordinators were very passionate about people receiving a personal service in the comfort and security of a family setting.'
Our most vulnerable residents will be protected and kept safe from harm		Connect, Brighter Futures and the Notts Enabling Service continue to work with people to maximise their independence and keep them connected and supported within their local communities. <i>For example, S.N. is a woman who sustained a head injury following a road traffic accident. This had a profound impact on her memory and capacity to be independent in certain areas of her life. She was referred to the Notts Enabling Service with the specific goal of enabling her to use technology to manage shopping. The Promoting Independence Worker (PIW) supported her to install an internet shopping app on her mobile phone and her laptop, and helped her to set up on line shopping including payment and arranging delivery. Following a relatively short term and task focused intervention SN now orders her groceries online independently on a weekly basis. The PIW enabled her to regain independence with her shopping which was very important to her. This simple piece of work helped SN to make choices for herself and regain independence. This has had a significant impact on her emotional wellbeing and prevented a paid service being commissioned to manage this task. In supporting service users to become more socially engaged, Brighter Futures facilitates the development of a range of social groups. Some examples are a coffee group in Hucknall which now meets fortnightly in a community venue and is largely run by service users; a monthly cinema group in Worksop; an allotment group in Newark; and a pool group now run by 2 service users in the south of the county.</i>
	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.	The department has developed a Prevention Strategy underpinned by a multi-agency action plan to support adults at risk. Prevention is one of the core principles of safeguarding and as such now forms a fundamental part of the Board's work. A project with Healthwatch was designed to independently collect the views of people who have experienced safeguarding interventions to learn and inform practice. The report recognised high levels of satisfaction by surveyed adults, families and advocates (31 in total). The project confirmed that 84% felt listened to in the process, 81% felt involved professionals were responsive and 83% felt safer because of the support they received.
	We will commission services to address the needs of people who experience domestic violence.	In terms of Safeguarding Quality Assurance the data over the last year shows a constantly high level of performance with an increase of 19% in good standards of work being recognised since January 2018 peer audits. The September 2019 audit evidenced 79% of safeguarding cases were categorised as a good or exemplary standard. Focussed work with teams to raise the standard of practice has been effective in 100% of cases, and this collaborative approach will be mirrored with wider partners through the newly developed Multi Agency Audit Tool. We have developed a framework contract to procure support services for all people who experience domestic abuse (women, men, young people and children). This has been completed in partnership with the Office of the Police and Crime Commissioner (OPCC). The procurement will be completed in December 2019 and the new services will commence from 1 April 2020.



Commitment 8 - People live independently for as long as possible		
Carers receive the support they need	We will provide support for carers of all ages	During this period work has been undertaken to establish the new Carers Hub service contract which will commence 1st December 2019. The Carers Hub service provides advice, guidance, information and support to carers of all ages. The new contract will provide more of this including carer assessments, one-to-one support and clearer links with specialist and diagnostic services to identify carers at the earliest opportunity. The Young Carers Support Service provides support to young carers aged between 7 and 18 years old with local support groups, activities and peer support for young carers. The Council carries out assessments of young carers needs and provides outcomes based support where eligible needs are determined.
People will have the opportunity to live independently in their local community		The new Carers Engagement and Support Service will work with employers in supporting working carers, identify and support carers in GP practices and young carers in schools; this is also due to commence on 1st December 2019. An updated version of the carers information booklet - Do you look after someone? - has also been distributed across the county.
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	The Benefits Team within the Adult Access Service have advised and supported a total of 1504 service users and carers during this period, and have helped them to apply for a total of £1.65m in additional benefits; this can be essential in maintaining people's independence in the community for as long as possible. The team has attended meetings of all the carer groups organised by the Carers Hub East Midlands and this has proved to be a good way of disseminating information to people who may not ordinarily contact the Council. As shown in the measures, the Handy Person Adaptations Service (HPAS) continues to provide support to people over 60 and/or with disabilities with help and support to keep safe and secure at home with free or low cost but high quality essential adaptations and small practical jobs. During this period there has also been a successful social media campaign to raise awareness of this service.
	We will provide effective short term interventions for people with care and support needs and invest in rapid response services to enable people to return home from hospital as quickly as possible.	A departmental workforce review has been underway over the summer. A new senior management structure is now in place and the rest of the departmental structure will be presented for approval to consult with staff at December's committee. Within the proposed structure and linked to a Home First ethos, the new Maximising Independence Service (MIS) will provide the right framework, functions, staff roles and skills to assist older adults to retain and regain their independence. The service will include adult access, Notts Enabling Service, START and reablement and the single-handed care workstream - which aims to promote people's independence by maximising the use of 1 carer and the appropriate equipment rather than requiring several carers. There will be further development to bring closer together the functions of the START Reablement service and Home First Response Service, to ensure on hospital discharge the person will receive the right intervention in the right place at the right time, reducing hospital re-admission.



Commitment 9 - People can access the right care and support		
<p>People's needs are met in a quick and responsive way</p> <p>Services improve as a result of a better integration of health and social care</p>	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	Teams at the Customer Service Centre and Adult Access Service continue to support people to resolve their care needs as early as possible through the provision of information, advice, guidance; or the use of community resources and short-term interventions that help people regain their skills and confidence after an illness or crisis. Demand in terms of new enquiries continues to increase and is being closely monitored. The Early Resolution project which is leading on the delivery of this work exceeded its performance targets for the first full year in 2018/19 and for the year to date (April – Sept 2019) the project remains on target. The Adult Access team has resolved 84% of enquiries without referring the case to a district team. This means they resolve the needs of 5 out of 6 situations presented to them allowing the district teams to concentrate on people with more complex needs.
	We will provide intensive support at times of crisis and care needs will be reviewed once the immediate crisis has passed.	The Short-Term Assessment and Reablement Team (START) is 19 months into a 2-year programme of transformation. Criteria for access to the service has been updated to increase the number and type of people able to benefit from the service. The target for the number of people completing START in 2019/20 is 2157. So far 1113 people have completed reablement with START in quarters 1 and 2, and this is ahead of target. 79% of people who completed START in quarter one and two of 2019/20 needed no ongoing package of homecare, compared to 74% in 17/18. An Occupational Therapist is working in each area to improve the quality of referrals received into the service. Discharge planning has improved, and this has led to a reduction in the average length of stay in the service. Weekly capacity meetings have been introduced to assist with timely discharges.
	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.	Nottinghamshire has maintained its good performance in relation to low numbers of delayed transfers of care from hospital. The most recent national reports showed the Council in 5th place nationally, and colleagues across the department continue to work hard to maintain this good performance. Social Care Occupational Therapy (OT) staff are working with hospital OT staff sharing knowledge to reduce packages of care and delays. Length of stay and joint health and social care weekly meetings continue across the 3 planning areas, to support health colleagues to manage reductions in length of stay and facilitate timely hospital discharges. Nearly 900 frontline adult social care staff have been given access to the Health and Care Portal so that they can see health information about known service users from within Mosaic, with the aim of improving information sharing and making it easier for social care staff to respond to situations promptly. Support continues to ensure that staff are able to use this new functionality successfully in their work. Work continues to roll out the best conditions needed for integrated health and social care frontline older adults' teams and pilot new approaches including joined up assessments.
	We will provide statutory specialist advice to NHS commissioners and co-ordinate joint strategic needs assessment across health and social care.	A new JSNA chapter titled 1001 days: From conception to age 2 was completed and signed off by the HWB in September. This chapter explores the factors from conception to the age of 2, 'the critical 1001 days' that influence a child's development, helping us to identify which children will be at greater risk of poorer development, school readiness, and life chances. Nottinghamshire County public health colleagues have been working with their respective City colleagues to align their JSNAs with the emerging Nottingham and Nottinghamshire Integrated Care System functions and geography. Work in progress includes collaborating on the production of a suite of sample ICS JSNA type products, to include the Emotional and Mental Health of Children and Young People and other population health management products such as Primary Care Network Health and Care Profiles.
	We will promote the use of technology, equipment and adaptations that supports people to stay in their own homes and in their community (such as sensors which can alert a monitoring centre if a person leaves their chair, bed or house).	The department continues to make increased use of technology enabled care as an intervention to prevent the need for long term care support, and to maximise independence for people who do need long term care support to remain in their own home. In April 2019, 2090 people were using technology to support them in their home; by September this had increased to 2652. In the first 6 months of 2019/20 technology enabled care has had the following impact on improved outcomes for people: 254 situations where admission to residential care has been delayed or avoided for people at high risk of admission; 248 situations where a high risk of carer breakdown has been delayed or avoided, and 246 situations where technology enabled care has allowed risks to be managed at home and avoided a delayed discharge from hospital. As well as improving outcomes for people, use of technology has avoided cost pressures of £1.5m for the department during this period.



Commitment	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National Average
Families prosper and achieve their potential	- Proportion of children who received a 2-2½ year review	81%	85%	High	78%	78%
	NOTE: Indicator has been changed as there is not a single mandated review, but 5					
	- Percentage of children in Nottinghamshire who achieve a good level of development at ages 2-2 ½ (measured via Ages and Stages Questionnaire)	84%	n/a	High	86%	84%
	- Proportion of children aged 2-2½ offered Ages and Stages Questionnaire-3 (PHOF 2.05)	98%	95%	High	91%	90%
Nottinghamshire has a thriving jobs market	- Number of people supported by the Council in apprenticeships and placements related to social care and public health	40	n/a	Maintain at same level	77 (year-end figure)	N/K
	- Percentage of adults with Learning Disability in paid employment (ASCOF 1E)	2.6	2.9	High	2.7	6%
	- Number of adults with disabilities supported into employment by the Council	390 people currently supported in work	n/a	High	386 (year-end figure)	n/a
	- Reduction in the gap in employment rate for people with long term health conditions	11.4	n/a	Low	11.9	11.5
Nottinghamshire is a great place to live, work, visit and relax	- Percentage of adults with Learning Disability in settled accommodation (ASCOF 1G)	75.7	77	High	75.4	77%
	- Number of under 65s in settled accommodation	633	n/a	High	n/a	n/a
	- Number of people who have received support from the Handy Persons Adaptations Service (HPAS)	1082	n/a	High	n/a	n/a
	- Number of new housing with care units in development	27 (+ 10 assessment flats)	n/a	High	n/a	n/a
	- Social care-related quality of life	19.1	n/a	High	18.8	18.9
	- Proportion of people who use services who have control over their daily life	78	n/a	High	75.5	77.7
	- Carer-reported quality of life	7.1	n/a	High	7.3	n/a
	- Proportion of people who use services who reported that they had as much social contact as they would like	39.8	n/a	High	40.8	46
	- Proportion of carers who reported that they had as much social contact as they would like	23.6	n/a	High	28	n/a
	- Overall satisfaction of people who use services with their care and support	64.8	n/a	High	64.9	65
	- Overall satisfaction of carers with social services	33.2	n/a	High	39.4	n/a
	- Proportion of carers who report that they have been included or consulted in discussion about the person they care for	66.3	n/a	High	67.6	n/a
	- Proportion of people who use services who find it easy to find information about services	60.7	n/a	High	73.1	73.3
	- Proportion of carers who find it easy to find information about services	2.2	n/a	High	62.6	n/a
	- Proportion of people who use services who feel safe	70	n/a	High	65.5	69.9
	- Proportion of people who use services who say that those services have made them feel safe and secure	92.4	n/a	High	90.1	86.3

Commitment	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National Average
People are healthier	- Healthy Life Expectancy (PHOF 0.1, male and female)	62.5 (m) 61.6 (f)	n/a	High	61.7 (male) 63.4 (m) 63.8 (f)	
	- Reduction in the proportion of adults who:					
	- Smoke (pPHOF 2.14)	15.4	n/a	Low	15.1	14.4
	- are overweight or obese (PHOF 2.12)	67.5	n/a	Low	64.4	62
	- are physically inactive (PHOF 2.13)	20.9	n/a	Low	23.2	20.4
	- Cumulative percentage of population offered health check (PHOF 2.22)	68.7	n/a	High	64	90
	- The rate of life-years lost in Notts due to poor air quality (Global Burden of Disease data)	826	n/a	Low	813	727
	- Proportion of dependent drinkers not in treatment (Public Health Dashboard)	78	n/a	High	78.4	81.7
	- Chlamydia detection rate in 15-24 year olds (PHOF 3.02)	1908	n/a	High	1807	1975
People live in vibrant and supportive communities	- Number of adults supported through prevention services to promote their independence, connect with community resources and address social isolation	3660.00	n/a	High	n/a	n/a
	- Percentage of safeguarding service users who were asked what outcomes they wanted	83.40%	80%	High	81.70%	n/a
	- Percentage of safeguarding service users (of above) who were satisfied that their outcomes were achieved	75.40%	80%	High	n/a	n/a
	- Proportion of adults at risk lacking mental capacity who are supported to give their views during a safeguarding assessment by an IMCA, advocate, family member or friend (Stat return)	84.90%	85%	High	84.8	78.6
	- Proportion of adults where the outcome of a safeguarding assessment is that the risk is reduced or removed (Stat return)	66.90%	70.00%	High	67.90%	67
	- Percentage of reviews of long term service users completed in year	50.40%	80	High	68.6	n/a
	- Admissions of younger adults per 100,000 popn (ASCOF 2A)	8.60	19.9	Low	17.1	14
People live independently for as long as possible	- Admissions of older adults per 100,000 popn (ASCOF 2A)	254.9	583.5	Low	595.1	585.6
	- Number of younger adults supported in residential or nursing placements (Stat return)	642	635	Low	635	n/a
	- Number of older adults supported in residential or nursing placements (Stat return)	2350	2309	Low	2349	n/a
	- Delayed transfers of care attributable to adult social care (and joint) (ASCOF 2C)	0.4	1.3	Low	0.7	5.2
	- Delayed transfers of care (all) (ASCOF 2C)	10.7	6.8	Low	8.4	17.5
	- Percentage of older adults' admissions direct from hospital	18%	11%	Low	14%	n/a
	- Percentage of completed Deprivation of Liberty Safeguards (DoLS) assessments	75.00%	90	High	87%	n/a
	- Number of people who use assistive technology to support them in their own home	2652		High	n/a	n/a
People can access the right care and support	- Proportion of older people at home 91 days after discharge from hospital (effectiveness of the service) (ASCOF 2B)	86%	83%	High	78%	82.9
	- Proportion of service users receiving a direct payment (ASCOF 1C part 2a)	41.6%	42%	High	42.80%	28.5
	- Proportion of carers receiving a direct payment (ASCOF 1C part 2b)	100%	90%	High	100%	74
	- Number of carers given advice, information or support	153	n/a		286	n/a
	- Number of young carers given advice, information or support	98	n/a		178	n/a