

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)	Q4 2017. new birth visit: 84%, 6-8 week review: 85%, 1 year review by 15 months: 90.8%, 2 year review: 79.2%	95% (mandated checks undertaken within timescale)	High	84% 2017/18 (mandated checks undertaken within timescale)	Q4 2017. new birth visit: 88.5%, 6-8 week review: 84.9%, 1 year review by 15 months: 82.1%, 2 year review: 76.4%

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	156 (Q1 2018/19)	622 (indicative target)	High	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.	48.2% (2016/17)	Increase	High	48.2% (2016/17)	56% (2016/17)
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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	43	N/A	Maintain at same level	N/A	NA
More apprenticeships available for people of all ages	Number of adults with disabilities supported into employment by the Council	328	N/A	High	324	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	5.7% (2016)	Reduce	Low	–	5.3% (2016)
	Proportion of adults with learning disabilities who live in their own home or with their family	74.80%	76.0%	High	74.2%	75.4%

Commitment 6 - People are healthier

Healthy life expectancy increases	Average number of years people live in good health (male/female)	61.7 (male) 62.4 (female) 2014-16	Increase	High	61.7 (male) 62.4 (female) 2014-16	63.3 (male) 63.9 (female) 2014-16
Life expectancy rises fastest in those areas where outcomes have previously been poor	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 15.7% (2016) 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: 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)	66% (invites) 66% (uptake) (Targets as from 2018/19)	High	Cumulative offered a health check: 56.4% Cumulative uptake (percentage of those who have been offered, who have received a health check) 56.7% (2014/15 Q1 – 2017/18 Q1)	Cumulative offered a health check: 76.7% Cumulative uptake (percentage of those who have been offered, who have received a health check) 48.3% (2014/15 Q1 – 2018/19 Q1)



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	1276	N/A	High	N/A	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	70.90%	80%	High	N/A	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	3329	n/a	n/a	1922	n/a
People will have the opportunity to live independently in their local community	Number of carers who are supported	1996	n/a	n/a	1012	n/a
	Number of people who receive financial or benefits advice	1681 (through Adult Access team); 606 (Adult Care Financial Services)		High	N/A	N/A
	Number of people who receive short term services to recover, recuperate and maximise independence	1856	n/a	High	1052	n/a
Better access to financial advice so that older people can make more informed decisions						

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>	Qualitative feedback from surveys of people who use the Notts Help Yourself (NHY) website and receive advice, guidance and signposting from the Customer Service Centre (CSC)	125,661 people used NHY 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.				
	Proportion of people whose needs are resolved at the first point of contact	75.00%	n/a	High	N/A	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)	82.40%	80.0%	High	80.6%	82.70%
	Average daily rate of delayed transfers of care attributable to social care	0	0.7	Low	0.1	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				



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"> • 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 • Support around healthy relationships, contraception and sexual health, including pregnancy testing and chlamydia screening 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 for 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 More apprenticeships available for people of all ages	We will promote careers in social care and public health for young people, through apprenticeships and placements	The Adult Social Care Workforce Plan for 2018-20 was approved at committee in September 2018. One of the key priorities within this is to focus on recruitment and retention of core roles, ensure effective leadership and succession planning in relation to an ageing workforce and career pathways, and this will involve improvement in the number and range of apprenticeships and range of work experience available in the Department. There have been 2 interns from the Change 100 programme in the department and both have secured fixed term contracts with the Adult Social Care and Health department. Change 100 brings together the UK's top employers and talented disabled students and graduates to offer three months of paid work experience. Public Health provides placements as part of rotational training programmes for Public Health Consultants and for doctors. In the period April-Sept the division hosted two FY2 doctors, three Public Health Registrars, and two GPs on a fellowship placement. Public Health also provides shorter work experience placements for local students. From July to September it provided part-time placements for three students on the Masters in Public Health course at Nottingham University. There was also one short term work experience placement for a local graduate interested in a career in Public Health analysis. The Public Health division continued to contribute to development of a national apprenticeship framework for Public Health practitioners. The full apprenticeship standard was submitted on 26 September. Once the framework is approved, the division will examine arising vacancies for suitability to be offered as apprenticeships.
	We will work with partners and the wider community to improve the number of adults with disabilities in meaningful employment	The Council has approved considerable investment from the capital programme to support the redevelopment of the County Horticulture service which provides employment and training opportunities for people with disabilities. This will involve some rationalisation of the existing service model, but expansion plans at the main Brooke Farm site will increase the number and range of work experience opportunities available. The Council's I-Work Team continues to support more people into employment on a year on year basis. The NES team for younger adults with disabilities works with individuals to increase their independence and reduce their reliance on social care services for up to 12 weeks; this includes preparing for and connecting people with opportunities for voluntary and paid work, and there have been a number of success stories with regard to this.

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 due to be completed in December 2018. During Q2 Public Health provided advice on 7 Neighbourhood Plans, 1 Development Brief and 1 Local Plan. The commissioned Obesity Prevention and Weight Management Service is supporting the Travel Choices workplace travel planning initiative in Newark & Sherwood and provided health & wellbeing support in the first business worked with during Q2. NCC Public Health-led refresh of the County & City air quality strategy commenced in Q2, which aims to have a refreshed document for consultation by January 2019.
	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 Care Strategy for older adults was approved by Policy Committee in June 2018. Work continues with partners to seek appropriate opportunities to develop more schemes across the county. For younger adults work is well underway to develop a younger adults' accommodation strategy, which will be presented to committee for approval in due course. The department has recently secured £25k (funded by the Improved Better Care Fund) to enable a consultant to work on a countywide housing strategy, concentrating on supported accommodation but also looking at how the wider housing market can contribute to meet the needs of vulnerable adults and how disabled facilities grants may be better utilised across the county to keep people living in the community.

Commitment 6 - People are healthier



<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 and a separate Substance Misuse service. The Integrated Wellbeing Service 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 Substance Misuse service will be delivered separately as an all-age service to blur the age of transition from young people's into adults' services. ASC&PH Committee approved the procurement of these two separate services in October 2018.</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, a new on-line testing service for chlamydia was commissioned from November 2017. During the first half of 2018/19, the rate of use of this service increased.</p>
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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.	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. Feedback shows that the most common achieved outcome is around income maximisation, with the people in Mid Notts alone supported to access over £20,000 in additional weekly benefits, the equivalent of over £1 million per year during 2017/18. The service also works closely with the Council's Falls Prevention project to identify individuals at risk of falls and advise and support on actions to reduce this risk. From April 2018 all three of the providers have been working with the hospital discharge teams to deliver community-based support focussed on reducing commissioned interventions post-discharge.
Our most vulnerable residents will be protected and kept safe from harm		Connect case study: <i>Mrs L was 65 years old and living alone. She had severe Rheumatoid Arthritis, COPD, late stage Emphysema, and was on the waiting list for a lung transplant operation. Due to her poor health and limited mobility Mrs L was struggling with everyday living tasks, using her bathroom and moving around her home safely, and she needed small maintenance jobs doing, but in addition, Mrs L's family lived in Australia and she didn't speak with them, concerned about the cost of calls. This was having further negative impact on how she was feeling. As well as being supported to access equipment through an OT assessment, acquiring a Lifeline and being given a list of local trusted traders from which she was able to arrange home repairs herself, her Connect worker showed Mrs L how to use her iPad to communicate with her family in Australia free of charge and to become active on Facebook. As a result, she now has regular contact with family and friends. Mrs L now speaks to her daughter and grandchildren at least 3 times a week. She has found and connected with old friends via Facebook and is socialising more. Mrs L reported feeling safer, more independent and able to cope with her future health needs. Her mood was lifting and she felt positive about the future.</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 continues to undertake a regular audit three times a year whereby peers review the safeguarding practice of their colleagues and provide feedback. This allows the department to identify good and excellent practice which can be shared as well highlighting areas that require attention and improvement, such as increasing the number of people who felt their outcomes had been fully met as above. There has been an increase in the number of advocates involved in safeguarding enquiries where this is relevant, meaning those individuals who have difficulty in engaging with the safeguarding process are supported to do so.

Commitment 8 - People live independently for as long as possible

Carers receive the support they need	We will provide support for carers	Following considerable consultation work with carers, partners and the Council's workforce to identify what carers value and how they would like to see services develop in the future, a new Carers' Strategy has been produced to cover the period 2018-2020. It has also informed development of a revised carers support offer, to be implemented by April 2019. This will include changes to the Council's assessment and support planning process as well as its commissioned information, advice and support services.
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	Up to end of August a total of £2.4m in benefits has been achieved as a result of support from the Council's benefits advice staff in the Adult Access Service. The Adult Care Financial Service teams have supported people to claim £6,000 per week in eligible benefits. Following a review of the Independent Financial Information and Advice Service delivered by Age UK Nottingham and Nottinghamshire, a decision was taken to bring the sign-posting and support function in-house, utilising more effectively the existing skills and capacity held within the Customer Service Centre, the Benefits Advice Team and NottsHelpYourself. From June 2018 the Customer Services Centre began providing information regarding the importance of receiving independent financial information and advice directly to people contacting the Council. Between July and Sept 2018 50 self-funders received advice and were directed to independent financial advisers and other sources of information and advice.

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 department continues to roll-out the implementation of the three tier model, which is a new way of delivering social care whereby staff have a conversation with an individual to identify the reason for their initial phone call and to see what short term solution or community resource will be available to meet that need. The idea behind the model is for the worker to support the individual to help themselves and find a suitable resolution as early in the process as possible. In addition social care clinics are operating across all 7 districts for older adults and the majority of youngers adults with the aim of providing a response to people as quickly as possible after they contact the Council. The Notts Help Yourself website is well-used and an upgrade is planned for early in 2019. This will also respond to issues raised about ease of access to information that is required.
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 department's Home First Response Service is a countywide short term rapid response home care service which supports people who have social care needs in their own home for up to seven days. There are two parts to the service: hospital discharge and community crisis, which is for people who are at home but at risk of being unnecessarily admitted to hospital or short term care due to a short term crisis, including carers' crisis. The service has a reablement and enablement approach to service delivery. Within this period 729 people have been supported by this service. This is in addition to the support provided by the Council's Short-term Assessment and Reablement Teams; one of these teams has just received a nomination at the Great British Care Awards for the East Midlands. The department continues to undertake regular reviews of people's care needs to ensure they are receiving the appropriate level of support and that capacity in care and support services is maximised; during this period 3039 reviews have been completed.
	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 continued with its good performance in relation to delayed transfers of care from hospitals across the county. In July we were 11th best performing council (out of 151 local authorities) in the country. In March 2018 Nottinghamshire was announced as one of three sites to pilot a proactive and joined up approach to assessment and support planning for people with health and social care needs, and offering more integrated personal budgets for health and social care funding. The aim of this work is to ensure people receive better and more joined up care across health and social care boundaries. In July 2018, Mansfield Older Adults social care staff and managers co-located with health colleagues into the Warsop Primary Care Centre and Bull Farm Primary Care Centre - this was the outcome of an external evaluation regarding how to achieve the best health and social care outcomes. This development will help to shape co-location and alignment of teams in other parts of the county.



	<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.</p> <p>The demography chapter of the JSNA has been refreshed and published. The updated substance misuse JSNA chapter is complete and will be presented for approval at the Health and Wellbeing Board in November. Five chapters of the JSNA - covering cancer, self-harm, autism, learning disability and sexual health - are in the final stages and are planned to be presented for approval at Health and Wellbeing Board in January 2019.</p>
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