



**ADULTS, WELLBEING & HEALTH SCRUTINY &
IMPROVEMENT COMMITTEE
MONDAY, 6 MARCH 2023 AT 10.00 AM
REDCAR AND CLEVELAND CIVIC CENTRE**

CONTACT

Sarah Connolly
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Wednesday, 22 February 2023

CIRCULATION

Councillors S Holyoake (Chair), L Pallister (Vice-Chair), C Cawley, W Davies, D Dowson, T Gray, K King, Sandra Smith, P Thomson, A Turner, A Watts, B Wells and M Wilson

Councillors Kay, Lanigan, Ovens and Westbury (Cabinet Members - for information)

All Members of the Council (for information)

Managing Director (Head of Paid Service)

The Press [except for Confidential item(s)]

A G E N D A

	<u>Pages</u>
1. Apologies for Absence	
2. To confirm the Minutes of the meeting held on 23 January 2023 and note the attendance matrix.	3 - 9
3. Declarations of Interest.	
4. Relevant Cabinet Reports.	
Would Members please bring their copy of the Cabinet Workbook with them to the meeting (these papers will follow)	
5. Thrive Update – Presentation.	10 - 16
6. Quarter 3 Performance Report – Presentation.	17 - 78
7. Adult Social Care Outcomes Framework Update 2021/22 – Presentation.	79 - 113
8. Adult Social Care Annual Conversation Feedback – Presentation.	114 - 122
9. Public Health Verbal Update.	
10. Crustaceans Mass Deaths Working Group Verbal Update.	
11. Action Update.	123

12. Any Items the Chair Certifies as Urgent.

Monday, 23 January 2023

ADULTS, WELLBEING & HEALTH SCRUTINY & IMPROVEMENT COMMITTEE

A meeting of the Adults, Wellbeing & Health Scrutiny & Improvement Committee was held on Monday, 23 January 2023 at the Redcar and Cleveland Civic Centre.

PRESENT Councillor S Holyoake (Chair)
Councillors C Cawley, D Dowson, K King,
P Thomson, A Watts, B Wells and A Brook.

OFFICIALS P Rice, F Anderson, E Grunert, V Wilson,
S Connolly, A Pearson and Ziolkowski.

IN ATTENDANCE Councillors Lanigan and Ovens.

APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors T Gray, L Pallister, A Turner and M Wilson.

1 **TO CONFIRM THE MINUTES OF THE MEETING HELD ON 12
DECEMBER 2022 AND NOTE THE ATTENDANCE MATRIX**

AGREED that the Minutes of the Adults, Wellbeing & Health Scrutiny and Improvement Committee held on 12 December 2022 be confirmed and signed by the Chair as a correct record, subject to the addition of information relating to the item 6 (Saltburn Water Quality)

2 **DECLARATIONS OF INTEREST**

Councillor Ovens declared an interest in any discussions relating to Cleveland Fire Brigade.

3 **RELEVANT CABINET REPORTS**

The Executive Director for Adults and Communities advised Members that the report relating to Teesside Safeguarding Adults Board would be discussed under item 5 of the agenda.

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4 **TEESWIDE SAFEGUARDING ADULTS BOARD - ANNUAL REPORT 2021/22. SEE CABINET WORKBOOK.**

The Independent Chair of the Teesside Safeguarding Adult Board provided an update for the Committee, and the following points were noted:

- There is a huge breadth of partner involvement in the work of the Board. It is unique in having a joint approach to working on safeguarding issues, covering 4 Local Authority areas, and all involved play an active role, including statutory partners and other agencies.
- There is a culture of openness in the work across all agencies
- Principles begin with the word 'I' to reflect the experience of the service user
- All 5 performance indicators have been achieved. The indicator relating to conversion of cases of concern would be removed in future owing to the possibility that it is not an effective measure.
- It was emphasised that, over the previous 20 years, the increase in volume and complexity of safeguarding issues had risen, which was presenting a significant challenge for people working in the sector.
- It was often considered hard to find ways to express the voice of the service user and carer.

There is a general upward trajectory in safeguarding concerns, and covid has highlighted the difficulties faced by some adults, for example, self-care and loneliness.

As part of the ensuing discussion, the following points were made:

- A Member enquired about the Council's strategy regarding retention of staff. The Assistant Director (Adult Care) advised that the Council operate a number of strategies to manage recruitment and retention. Some examples include – Assisted and Supported Year in Employment (ASYE) and use of exit and stay interviews.
- A Member queried the extent to which emotional support was offered to newly qualified staff. The AD (Adult Care) advised that this was the purpose of ASYE, and that the Service considered it important to listen to the voice of front-line staff and provide support accordingly.
- The Cabinet Member for Adults advised that increased reporting is a legacy of Covid lockdowns, and that there was constant work ongoing to manage transitions between Children's and Adult's Services.
- A Member requested that an item relating to the Heroin Assisted Treatment Programme should be included on a future work programme. :-**NOTED.**

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5 TEES PORT HEALTH AUTHORITY - PRESENTATION (TO FOLLOW)

The Principal Environmental Health Officer (Commercial) provided an overview on the work of the Tees Port Health Authority, which covered issues relating to jurisdiction, purpose of the Authority, function and future developments.

The following points were noted:

- A Member asked why there was no inclusion of issues relating to management of illegal immigration. The Principal Environmental Health Officer advised that this was not the duty of the Port Health Authority.
- A Member suggested that it would be helpful if figures relating to the Authorities contribution (percentage and cost to the Authority) had been included. The Principal Environmental Health Officer advised that the following percentages apply:
 - Redcar & Cleveland - 52%
 - Stockton – 38%
 - Middlesbrough – 16%
 - Hartlepool – 6%
- It was also confirmed that the budget is £125,000
- A Member asked what foods would be coming in through the airport and Committee were advised that it would be green beans from Kenya.
- A Member asked if the inspection system for the hull could be identified and reported back to Committee.
 - A Member enquired about monitoring of IUU. The Principal Environmental Health Officer advised that vessels are required to have a valid catch certificate and it is the duty of the Port Health Authority to ensure this is inspected. :-**NOTED**.

6 USE OF RESOURCES 21/22 - PRESENTATION

The Executive Director for Adults and Communities gave a presentation on the Adult Social Care Use of Resources Report for 2021/22, which provided an analysis of Adult Social Care spend and a comparative analysis, particularly relating to Teesside Authorities.

The following comments were noted:

- A Member asked how the Council would benefit from such statistical analysis, and how it could be utilised to work more effectively with other Authorities. The Executive Director for Adults and Communities advised that this is the starting point of a new regime, and that the Council will get more mature regarding data analysis, which would lead to improved service delivery. Committee

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were also advised that, as part of the new inspection regime about to get underway, Members may be asked questions relating to the data.

- A Member commented about the suitability of the age brackets, considering that many over 65's are still in employment. Committee were advised that the categories used were driven by national requirements.
- A Member asked if it would be feasible for the council to take provision in-house? The Executive Director for Adults and Communities advised that this was a possibility but would incur costs.
- The Cabinet Member for Adults advised Committee that the statistics do not provide a full picture and need to be considered alongside a wider range of evidence in terms of policy formation. :-**NOTED.**

7 **CRUSTACEANS MASS DEATHS INITIAL MEETING - VERBAL UPDATE**

The Service Manager Communities & Health provided Members with a verbal update on the first meeting of the Crustacean Deaths Working Group.

Members were advised that the first meeting of the working group had been held in early January and had included lots of active discussion around the evidence so far collated. Cllr Thomson had been elected Chair, Cllr Creevy from Hartlepool Council had been elected as vice-chair and a Terms of Reference agreed. A further report has been published last week amongst a growing repository of evidence and the Group are looking to speak to expert witnesses at future meetings.

The Chair of the Working Group further advised that the minutes of the Working Group would be reported to meetings of the Adult, Wellbeing and Health Scrutiny following confirmation of the Working Group. A 6-month review period had been written in to the Terms of Reference. :-**NOTED.**

8 **TEES VALLEY JOINT HEALTH SCRUTINY UPDATE**

The Governance Manager referred Members to the report, which provided a summary of key issues. :-**NOTED.**

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9 **ACTION UPDATE**

The Committee noted the updated Action Update from the meeting held on 12 December 2022. :-**NOTED.**

10 **ANY ITEMS THE CHAIR CERTIFIES AS URGENT**

Adult & Communities Scrutiny Committee

ATTENDANCE RECORD - 2022/23

Surname	First name	14.06.22	26.07.22	20.09.22	31.10.22	12.12.22	23.01.23	dd.mm.yy	dd.mm.yy	dd.mm.yy	Total Meetings Attended / total possible
Holyoake	Shelagh	✓	RA	✓	✓	✓	✓				
Pallister	Lynn	✓	✓	RA	✓	✓	RA				
Cawley	Ceri	✓	✓	RA	✓	✓	✓				
Dowson	Deborah	✓	✓	Apols	✓	RA	✓				
King	Karen	Apols 2	✓	Apols	✓	✓	✓				
Wilson	Margaret	Apols 1	✓	✓	✓	✓	Apols				
Thomson	Phillp	✓	✓	✓	✓	✓	✓				
Gray	Tim	X	Apols	✓	Apols	✓	Apols				
Wells	Billy	Apols 2	✓	✓	✓	✓	✓				
Lockwood	Mike	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Brook	Adam	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Watts	Anne	✓	✓	✓	✓	✓	✓				
Turner	Andrea	✓	✓	X		✓	Apols				
Smith	Sandra	n/a	Apols	✓		X	X				
Davies	Wayne	n/a	Apols	X		X	X				
Substitutes											
Brook	Adam			✓			✓				
Richardson	Carrie			✓							
Head	Malcolm					✓					

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Key

Reason for Absence (NB Full details may not be provided for reasons of confidentiality)

✓	Attended
RA	Apologies Submitted (replacement attended)
Apols	Apologies Submitted (no replacement)
X	Did Not Attend (no apologies received)
C	Cancelled Meeting
n/a	Not a Member

1	Personal Commitment
2	Work Commitment
3	Illness/Medical
4	Conflicting Council Commitment
5	Other
6	Civic Duties

The THRIVE Model



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Agenda Item 5

The THRIVE Model



THRIVE is the new integrated domestic abuse, drug and alcohol service made up of key delivery partners plus Redcar & Cleveland Borough Council's vulnerabilities and housing advice and information teams. With You provide substance misuse support, Harbour provide domestic abuse services and Intuitive Thinking Skills provide recovery and ambassador based programmes.

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Our Story So Far

- 2021 – Introduced a new approach to procuring local specialist services
- Partnership rather than product
- Co-production development sessions
- Established genuine collaboration between With You, Harbour, Intuitive Thinking Skills, Housing Advice and Information and Vulnerabilities Teams
- April 2022 – Launch THRIVE



The THRIVE Model



Pre-Thrive

- Individual Services
- Several Assessments
- Trauma process for individuals
- Telling your story more than once
- Too many access points
- Difficulty navigating the systems
- Less specialist services available in the Borough
- No joint specialist Domestic Abuse specialist service for both male and female victims
- Lack of community based support services
- No targeted prevention services in primary schools
- Limited access to substance misuse specialist training.

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Post Thrive – One Year On

- Community based services available
- One case management system
- One 'front door'
- A trauma informed approach across all services
- Established collaborative governance structure
- Co-location of services
- Established Domestic Abuse specialist services for male and female victims
- **297** Young People attended substance misuse awareness sessions
- **118** people trained in Domestic Abuse awareness
- With you ranked 2nd in UK for prison leavers engagement on release
- Intuitive Thinking Skills have achieved an **89%** successful completions rate in Redcar & Cleveland
- 14 people have gained employment through joint working
- The new Redcar and Cleveland Ambassador Programme implemented.

Funding

- Domestic Abuse Act – 2023/2025 - **£650,000**
- Public Health Grant: Substance Misuse/Domestic Abuse & Homelessness (Annually) - **£3Million**
- Supplemental funding for substance misuse treatment and recovery – 2022-2025 **£3.1Million**



Future Aspirations

- Co-locate specialist services
- Further develop case management system
- Joint assessments
- Prevention in Primary Schools
- Project 'One Door'
- Align further services to the Thrive model
 - Changing Futures
 - Social Prescribing
 - Supplemental Grant
 - Mental Health Services
- Housing First Model
- Detox Centre for Tees Valley
- Accessible services to support people available to people when they need them
- System change.





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THANK YOU

Questions?

Thrive

People at the Heart of Adult Social Care

Adult Social Care: Measuring What Matters Quarter 3 Performance Report 2022/23

Presentation to Adults, Wellbeing & Health Scrutiny and
Improvement Committee





Our Vision

We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.

Our Commitment

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Listen *I am listened to and shape my own support*

Advise *I am given information and advice when I need it*

Enable *I am enabled to regain my wellbeing and independence*

Support *I am provided with quality care and support that is value for money*

Adult Social Care Director's Introduction

Priority 2: Meeting Residents Needs

Build a new supported living care community at Kirkleatham for older people and people with disabilities.

The development is under construction, expected completion time is January 2024. The project group have agreed several changes including the strengthening of roof trusses and joists to accommodate possible hoists and larger support equipment.

Build a new supported living care community at Hummersea in Loftus for people with disabilities and older people.

We are still experiencing delays on site due to the installation of utilities, along with some faults on existing utility installations. 26 residents have moved into or been allocated properties.

There are 6 further properties ready, which are awaiting nominations.

Further properties will be released between now and summer 2023. We are promoting the scheme to ensure we have appropriate nominations for the future releases.

Keeping people supported and safe

Contact, Referral & Assessment all teams

- Contacts have decreased 3% since Q2 and increased 11% since the same quarter last year.
- Number of Social Work Assessments completed decreased by 18% since Q2 and 17% since the same quarter last year. This is due to significant capacity issues in the quarter, increased complexity of needs, which often requires multiple reviews / interventions to stabilise following assessment. To manage this we paused non-urgent work to prioritise adults and carers at highest risk with no existing formal support in place.
- No waiting lists in our community locality teams beyond 28 days for an adult or carer requiring an assessment of need.

Data Source: Casebook extract	Q2 22/23		Q3 22/23		Q3 21/23
Contacts	3142	↓	3059	↑	2734
Referrals	1331	↓	1181	↓	1190
Carers Assessment	134	↓	99	↓	114
SW Assessment	1017	↓	830	↓	997
OT Assessment	306	-	306	↓	362
Shortened Assessments	298	↓	240	↑	191

Occupational Therapy

- We continue to experience high demand for OT support
- Number of adults waiting for OT support has reduced from 496 at the end of Q2 to 424 at the end of Q3.
- This is a positive trend due to recruitment to the team along with streamlining process changes to manage the high demand.

MD DASHBOARD ENTRY

Measure	Q3 YTD Performance	2022/23 Target	Annual Benchmark
Number of carers receiving respite or carer specific services/support during the period (LTS003) (YTD)	696	700	None

Keeping people supported and safe

Safeguarding

- Safeguarding concerns have decreased 14% since Q2 and a decrease of 10% compared to the same Q3 last year.
- In early December we amalgamated our Safeguarding and Access teams, providing a streamlined single point of access and increasing resilience.
- Established a dynamic team to respond to safeguarding concerns connected to the TSAB Responding to and Addressing Serious Concerns process, to maintain our responsiveness to all safeguarding concerns.

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Community DoLS

- The volume of Community DoLS Court work is high and places significant pressure on our services.
- The majority of Community DoLS applications and renewals are for Adults with Learning Disabilities.
- Joint working with our Legal Team has ensured robust processes are in place to ensure we are compliant with the legal framework.



Data Source: Casebook extract	Q2 22/23	Q3 22/23		Q3 21/22	
	Number of Safeguarding Concerns	480	↓	414	↓
Number of S42 Enquiries Started	163	↓	128	↓	197
Safeguarding Conversation Rate %	33.4	↑	40.1	↑	39.7

Supporting Adults with a Learning Disability

- We have 2 adults with a learning disability waiting over 4 weeks but less than 8 weeks for an assessment of need.
- Robust risk management is in place for the 2 adults, ensuring they have support in place, that unpaid carers are receiving support, and arrangements are not at risk of breakdown.
- 59 Adults were supported by our Employment Development Officer during Quarter 3.
- 7 Adults were in paid employment, 5 adults seeking paid employment, 26 were actively volunteering and 9 were seeking volunteering opportunities. A further 12 Adults were receiving support in preparation for future opportunities.



Keeping people supported and safe

Adult and Older Persons Mental Health	2022/23 Q2	2022/23 Q3
Referrals	55	43 ↓
Needs Assessment	125	114 ↓
MHA Assessment	89	92 ↑



Deprivation of Liberty Safeguards

- DoLS applications have increased 5% since Q2 and 9% since the same quarter last year.
- We ensure lawful and proportionate DoLS are in place for our adults and work with care homes to educate and ensure best practice. This includes:
 - Liaising with care homes and attending the care home forum to promote and implement best practice in relation to DoLS
 - Reviewing authorisation periods and ensuring they are appropriate for the adult
 - Liaising with the Hospital DoLS Lead to triage and streamline the process of hospital DoLS referrals. These are often withdrawn impacting conversion rates.
 - Implementing the ADASS DoLS Priority Tool to effectively determine the urgency of received requests.

Mental Health

- Mental Health Act Assessments have increased by 3% since Q2 and 16% since Q3 last year.
- Pressure on our mental health services continues as current social challenges affects the number of presenting adults
- We have 4 adults waiting over 12 weeks for an assessment of their mental health needs.
- Robust risk management is in place to ensure safety and wellbeing of the 4 adults, ensuring they have support in place such as family, Changing Futures, etc.
- No other adults are waiting over 28 days for an assessment.

DoLS Activity	2022/23 Q2	2022/23 Q3
Number of DoLS Applications	470	495 ↑
Number of DoLS Authorised	403	335 ↓
DoLS Conversion Rate %	85.74	67.68 ↓

Keeping people supported and safe

Practice Quality

You Said, We Did

Over the last 8 months the Principal Social Worker (PSW) has attended staff meetings to engage and support the workforce. The PSW produced a “You Said, We Did” summary that was shared with staff through our newsletter to demonstrate the actions taken by senior management to address their feedback. Some of the concerns were:

- Concerns for recruitment and retention with suggestions for improved job adverts and promotional events at Universities
- Concerns from staff for managing timescales with increasing demands and capacity issues

Actions have been taken to address these concerns, taking the staff suggestions onboard. The engagement also highlighted a number of areas that we are doing well:

- Availability, presence and support of managers and senior managers.
- Provision of good training opportunities.
- Good mutual support and appreciation of other teams and service area pressures.
- Supportive teams, looking out for each other.

Voice of the Workforce

- The Voice of the Workforce workshop was launched in Q3.
- Mutual agreement that this forum has allowed staff from all disciplines and service areas to share their successes and discuss any concerns and issues.
- Agreed to continue these workshops on a quarterly basis.



Activity and Well Being Service Case Study

Mr A had to clinically shield during the pandemic. When restrictions ended, he found the process of leaving the house traumatic. Although he wanted to return to our service and see his friends, the pandemic had taken its toll and he was reluctant.

To encourage his return we provided video messages for him from the staff reminding him of the layout of the service. We arranged for Mr A to visit the centre and although he didn't come inside initially, he chatted to staff outside. This progressed to visiting the centre after hours when it was quiet where he would meet his mum for a cup of tea and speak to staff.

The visits became more frequent and positive, and progressed to visits while others were at the centre. When he was comfortable we arranged for him to attend for the morning and over time this increased to full days and then his full 5 day attendance!

With Christmas approaching we understood this would affect his routine and Mr A may not want to return again. So we introduced him to Teddy, asking Mr A to look after him and bring him back to the service after the festive break. This proved very successful and Mr A was happy to return. Mr A now takes Teddy home every Friday to look after and returns every Monday along with Teddy.

Mr A and his family were planning to go on holiday; to help in alleviating anxieties we found a small bear, who had a bear passport, and his Covid jabs to go on holiday with Mr A. This was really successful and the photograph album of the bears' travels has been shared with the other adults at the centre.

The service's supportive and creative response has enabled Mr A to overcome his anxieties after the pandemic. They have helped Mr A and others to continue attending our centre benefitting from the service we provide to the adults in our care.



Promoting Independence

Housing Adaptations

- A total of 866 housing adaptations have been completed in Q3, made up of 54 Disabled Facilities Grants and 812 minor adaptations to properties.
- In addition 97 handyperson jobs were completed, many on the same day as the referral to facilitate hospital discharge, e.g. key safes, hand rails, etc.

MD DASHBOARD ENTRY			
Measure	Q3 YTD Performance	2022/23 Target	Annual Benchmark
Number of Adults supported to remain in their own home by adapting properties (YTD)	2748	2790	None

Activity & Wellbeing Therapeutic Services

- The Activity and Wellbeing Therapeutic Services enjoyed seasonal activities with the adults and carers they support.
- Redcar Satellite hosted a Christmas Coffee Morning, open to public for the first time since the pandemic.
- The Coffee Morning was enjoyed by all and helped to raise funds for extra activities and treats for the adults they support throughout the year.
- Redcar Satellite will move to Tuned In! at the end of February. Our adults, carers and staff are very excited and it will be a fantastic venue for the service with lots of opportunities!



Promoting Independence



Spotlight on Outcomes



Reablement Case Study – Ann

- After a fall at her volunteer placement, Ann was admitted to hospital and underwent hip replacement surgery. She was in hospital for 4 weeks and had to follow hip precautions for 6 weeks.
- Following hospital Ann was transferred to a care home for 2 weeks. She was referred to RIT by her social worker, and an assessment was arranged for the following day.
- The fall had left Ann with slight left sided weakness and problems with her mobility and confidence.
- Following the assessment, Ann was discharged home with two calls per day with support from our RIT team.
- Joint outcomes between the RIT Co-Ordinator and OT were completed to work on personal care tasks, rebuilding her confidence and strength exercises.
- These goals were achieved and new goals set in consultation with Ann and the OT including independently walking outside using 1 stick and independent shopping using the Access bus.
- After 6 weeks of continued RIT and OT support in her home and outdoors, Ann was able to achieve all the goals set and was discharged as was managing independently again.
- Ann has since returned to her volunteering role in the community.
- Ann complimented the support she received saying: “I was very nervous after 4 weeks in hospital and 2 weeks in a care home after falling at work. All staff who I have met and who have helped me gain my confidence have been brilliant”.

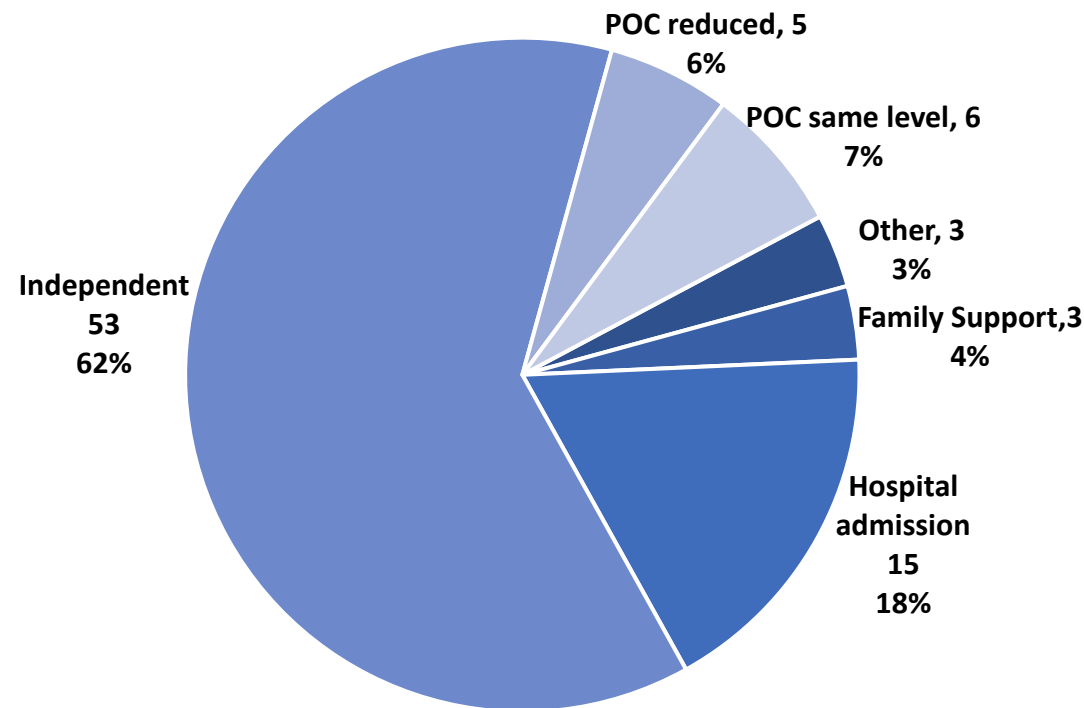


Promoting Independence

Reablement at Home

- 140 referrals were received in Q3 for RIT; compared to 123 in Q2 (14% increase)
- 76 adults were accepted on to the service in Q3;
- 64 referrals were not continued in Q3. Reasons include the adult declined at point of assessment (19), the adult was admitted to hospital (14), the adult did not have potential to achieve the outcomes of reablement (12), the referral was inappropriate (11), the adult was not medically fit for discharge (5) and the referral was withdrawn (3). Despite staffing issues no referrals were declined due to capacity of the team in Q3.
- Work is ongoing with Discharge Hub co-ordinators in James Cook Hospital to ensure the suitability of adults referred to RIT.
- Information leaflets are being shared with adults prior to referral to RIT to better inform them about the remit of the service to reduce the number of adults declining at point of assessment.
- The average time between referral and start of service was 5.4 days, referrals come from hospital, Meadowgate and the community, e.g. GPs and social workers.
- On average adults received the service for 26 days.
- 85 adults were discharged from the service in Q3.

Reablement outcomes for Q3

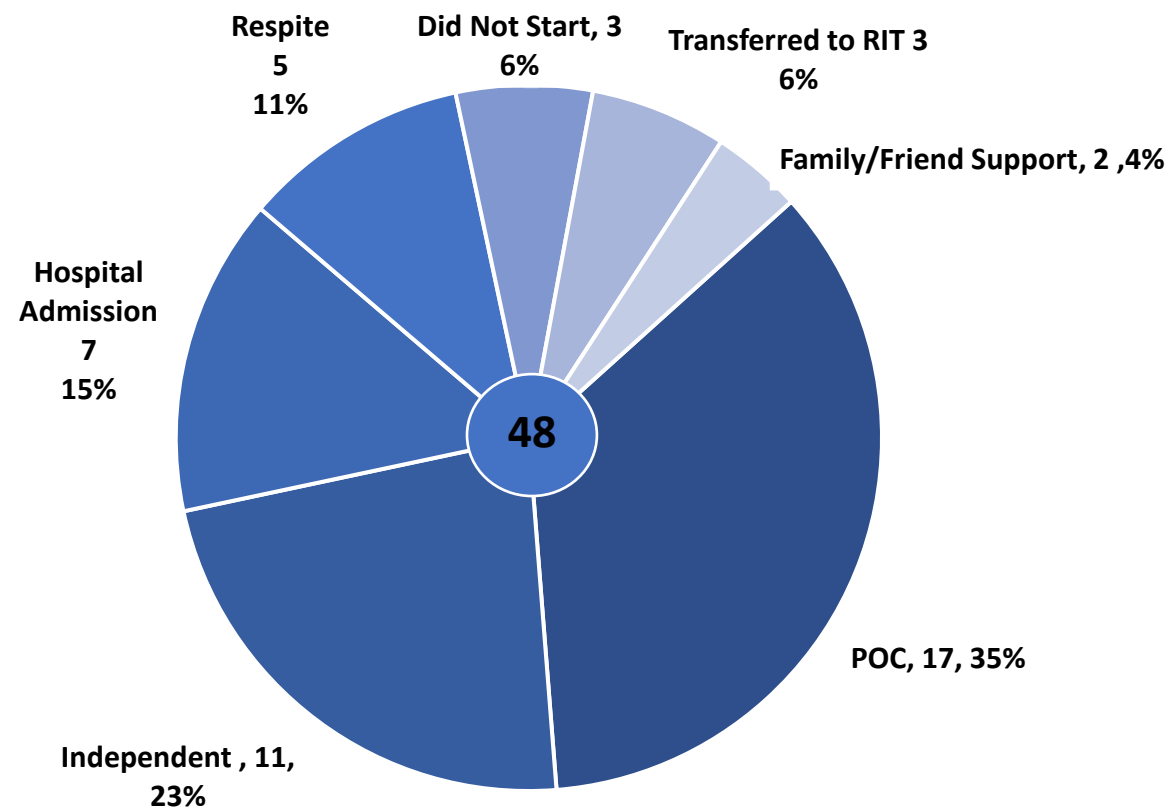


Promoting Independence

Rapid Response

- 162 referrals were received in Q3 for Rapid
- 48 adults were accepted onto the service.
- 9 referrals were inappropriate for reasons including the adult already had a POC and the adult was not medically fit.
- 99 referrals were not continued due to capacity of service. Adults not already open to Adult Social Care are referred to the Access team for support.
- Staff availability is an ongoing challenge due to recruitment and long term sickness in the team. We are continuing our efforts to recruit to this service.
- In Q3 the service started the same day that the referral was accepted.
- On average adults received the service for 6 days.
- 48 adults have been discharged from Rapid Response during Q3.

Rapid Response Outcomes for Q3

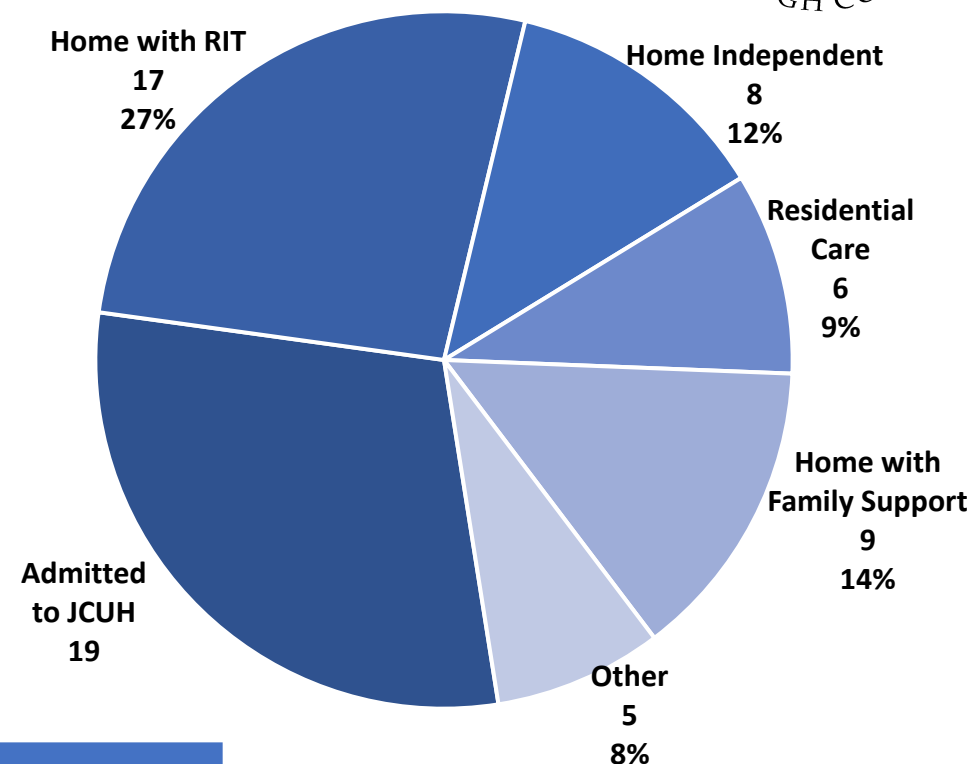


Promoting Independence

Meadowgate Intermediate Care Centre

- In Q3 87 adults were referred onto the service.
- 72 adults were admitted.
- 15 referrals were inappropriate for reasons including; we could not meet the adults care needs e.g. nursing, and the adult was not medically fit.
- Occupancy levels have been high in Q3. Occupancy rate was 96% at the end of December.
- 64 adults were discharged in Q3.
- 30% of adults discharged were admitted to hospital. This includes adults where a clinical decision has been made for the adult to be admitted to hospital. In these cases, hospital admissions may be temporary with the adult returning to Meadowgate, this may happen several times.
- We are continuing to work with Hospital Discharge Team and taking steps to ensure that the process is correct for the adult.

Q3 Discharge Outcomes



MD DASHBOARD ENTRY

Measure	Q2 YTD Performance	Q3 YTD Performance	2022/23 Target	Annual Benchmark
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement (ASCOF 2B1) (YTD)	79.8%	71.8%	89%	NE 83.5% England 82.0% (2019/20)

Promoting Independence



Meadowgate Case Study – Steven

- 43 year old discharged to Meadowgate for a period of residential reablement following a lengthy hospital admission.
- Steven was effectively homeless as had been repatriated back to the UK.
- The Meadowgate team worked closely with the Trusted Assessor and ward therapy staff to ensure his needs could be met, including the provision of equipment to support his therapy goals and maximise his independence.
- Referred to Occupational Therapist specialising in housing to support him to identify suitable accommodation
- Following occupational therapy assessment and listening to Steve's views and preferences, Steven was offered a property.
- Steven was discharged to his new property with support from RIT initially but is now living independently.
- Without intervention Steven's stay in hospital would have been longer and potentially would have needed 24 hour care on discharge, either as a temporary or permanent move.

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Right Support at the Right Time

Commissioned Care and Support

- Challenges continue with Care at Home, particularly in the East Cleveland area. Unfortunately continues to have an affect on hospital discharge pathways.
- 226 Packages of Care (POC) were sourced during Q3. Of these 185 POCs were sourced within 2 weeks of referral. 41 were sourced after 2 weeks.
- Risk management strategies are in place with regular meetings between brokerage and team managers, regional hospital trust meetings and hospital discharge meetings.
- We have employed a temporary new Commissioning Lead with the objective of supporting social care flow and hospital discharge solutions on Pathway 1 (teh adult's home).

New supported living provision in Guisborough

Work has started on a new extra care provision in Guisborough.

The development will comprise of 83 homes: one and two bedroom apartments and two-bedroom bungalows.

The development will provide residents with modern communal spaces, including a residents' lounge, on-site café and hair salon. The development is scheduled to complete in Summer 2024.



Mary Ovens with representatives from Housing 21, Countryside Partnerships North East and Langtry-Langton Architects at the new site in Guisborough

New Care Homes - There are 2 new care homes opening in our Borough

Silver Mews – situated in Redcar, 41 beds. To be operational to receive placements from early Q4.

Skelton Court – 65 bed residential home, due to be operational in April. The location of this care home will help ease the pressures of sourcing care in the East Cleveland area.

MD DASHBOARD ENTRY

Measure	Q3 YTD Performance	2022/23 Target	Annual Benchmark
Number of Beds Funded by RCBC, including Respite, Short stay and Permanent (end of month value)	680	695	None

Right Support at the Right Time

Commissioned Care and Support



Care Quality in Q3

- 105 quality assessment contacts to assess care quality and implement actions plans.
- 1 care home was subject to RASC proceedings in Q2. An improvement plan is in place and the care home is progressing with the actions.

Rota visits

- Members visits to residential and nursing care homes (rota visits) have now commenced after Covid.
- 16 Rota visits were completed in Q3.
- Aims of the visits are to provide Members with an understanding of residential settings and enable them to contribute to our Care Quality Assurance programme.
- We have received mixed feedback from our care homes as they continue to struggle with resources and competing demands from multiple professions, including inspections from CQC, our commissioning team, the MUST team, the Meds Optimisation team, the IPC nurses, and others.

Charging Reforms

- The government announced in November at the Charging Reforms would be delayed for 2 years. The planned implementation is now October 2025.
- We are using this time to continue with developments internally and ensure we are fully prepared for the future changes.
- Essential work to data cleanse the system is progressing and work continues to improve the quality of data moving forwards.
- Developing the visits module for domiciliary care billing to ensure it is ready for the reforms.

Fair Cost of Care

- The outcomes of our FCOC exercise will be shared with providers in early Q3 with planned consultation meetings.
- In line with Department of Health and Social Care (DHSC) requirements our report was published on our website on 1st February 2023.
- The final market sustainability plan should now be submitted to DHSC by end of March 2023.

Safeguarding Adults week took place 21 – 27 November.

The overarching theme was ‘Responding to Contemporary Safeguarding Challenges’.

We supported the week with various events and awareness raising events across the borough.

Activities included:

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A joint project with Cleveland Police within the community to raise awareness of our services and to support adults who were potentially being exploited. We were able to provide social care support to three adults and the Police made two arrests to people who were affiliated with organised crime.

- Awareness stall on Redcar Highstreet. The team spoke with member of the public, answered questions and spread the word about the week’s key themes.
- A talk by Daphne Franks to Adult Social Care staff, discussing predatory marriage and sharing her real-life experience supporting her mother.



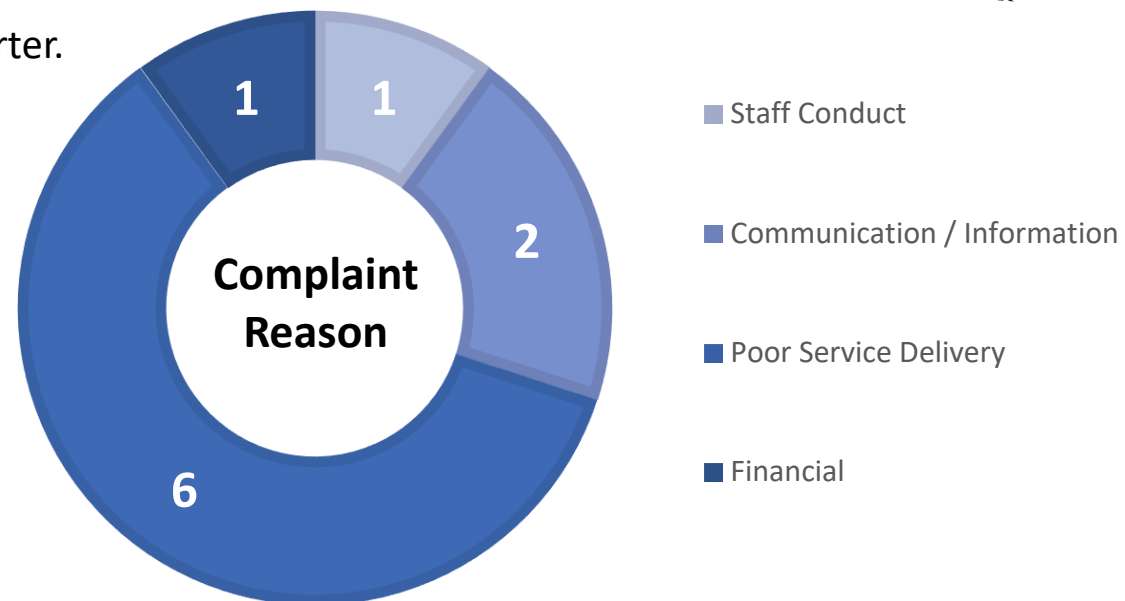
Voice of the Adult

Complaints

During Q3 we received 10 new complaints compared to 14 in the previous quarter.

Top five themes raised in complaints:

- Adults not happy with their financial assessment outcome
- Dissatisfaction with care plans and insufficient care packages
- Disagreement with professional decisions being made
- Delay in providing an assessment/review
- Poor communication around hospital discharge process



Learning from complaints:

2 complaints closed in Q2 identified actions to be completed. One action was to complete a reassessment of the adults needs. The second action was for the practitioner to reflect on their practice to ensure communication is clear and that adults understand decisions being made.



All concerns handled informally with adults.



Compliments

110 compliments were received in Q3. Increase of 86% from Q2.



Concerns

6 concerns were raised in Q3 a 66% decrease from Q2.

Integration and Joining Up Care



Hospital Discharges

- Hospital pressures continued to rise through Q3 with additional winter pressures.
- We received 438 referrals and following triage supported 256 discharges during Q3
- 161 referrals were not accepted for reasons including the adult not being medically fit, needing further treatment in a community hospital, already having CHC funding, or a duplicate referral being received.
- The average time from appropriate referral to discharge was 11 days.

TEWV Joint working development

- Acute stays up from 20 to 45 days.
- Multi-agency discharge process being agreed including Adult Social Care to be notified on admission and of the Planned Date of Discharge.
- Weekly meetings to share information are in place.
- Joint guidance in development to ensure early planning for adults who will need community support following discharge.

James Cook University Hospital

- Early planning stages with partners for a proposed integrated discharge model.
- Proposal to base social workers in the Transfer of Care Hub and Single Point of Access.

Therapy

- New triage service to start 1st March for physiotherapy and Occupational Therapy.
- The service will triage all therapy referrals for health and social care.
- Intended outcomes that patients are received by the right service first time and minimise duplication and delay.



Teeswide Safeguarding Adults Board Activity

- The Board met twice in Q3.
 - Q1 22-23 Performance Report has been shared and discussed. Performance has been linked to the board's strategic aims: Joint working, People, Communications and Services.
 - Strategic Plan Progress Monitoring Report shared with the board members. The report RAG rates activity against actions identified in the Strategic Plan at the 6 month point.
- The TSAB Annual Report 2021-22 was published in November. The report provides details of TSAB's activities under the six safeguarding principles: empowerment, prevention, protection, partnership, proportionality and accountability.
- TSAB have published a Providers and Supported Living Learning Briefing focusing on Mental Capacity Act assessments and Best Interest decisions following recommendation made from a Learning Lessons Review.



Risks, Issues & Solutions



What Are We Worried About?	What Are We Doing About It?
<p>Adults experience distress and loss of control over their personal information due to information not being managed in accordance with GDPR.</p>	<p>Continually audit monitor and review our DP processes to ensure robust data controls. Timely retrieval and response procedure, lessons learnt review, actions implemented and verified.</p>
<p>Increase in waiting times for Adults to receive an assessment and provision of care due to the turnover of staff, limited recruitment market and level of experienced practitioners to fulfil statutory duties and provide a timely service.</p>	<p>Using Risk assessment and management tools for cases pending assessment. Triaging to prioritise urgent need. Pausing planned reviews where no urgent need reported. Development of SW Apprenticeships. Emphasise the benefits of working for ASC in RCBC attracting best applicants with video and social media campaigns. Improve support and rewards for social workers: good morale key to recruiting and retaining experienced staff. Provide a comprehensive training offer and opportunities for professional development including SW career progression matrix. Mechanisms for feedback from staff to inform improvements - understand why staff have left the organisation. Increase BIA numbers throughout department and extended hours/overtime. Utilise agency staff where possible. Increase number of social care officers to support existing experienced social workers. Outsource to agency staff. Consideration of support worker posts to be created within teams at E grade to provide low level support and welfare checks. Staff partake in regular supervisions receiving management support as appropriate. Daily huddles and weekly team meetings provide peer support. Mental health and wellbeing support is offered through HR initiatives / line management.</p>

Risks, Issues & Solutions



What Are We Worried About?	What Are We Doing About It?
<p>Adult discharged unsafely from hospital receives an inappropriate level of care due to rushed discharge practice and pressure to release beds.</p>	<p>Reliance on Trusted Assessors and Hospital Social Work team to challenge unsafe discharges. Improved links with Transfer of Care Hub and wards via TOC Strategic Lead to increase awareness of high risk cases and ensure full information disclosure. Face to face assessments where appropriate / possible.</p>
<p>Adults experience poor care quality due to staffing shortages, continued resource pressure in the care sector and increasing complexities of need.</p>	<p>A new dedicated QA Lead role has been established and the QAF has been redeveloped; implementation currently underway. Provider review meetings held monthly to monitor concerns and quality. Commissioning structure and process review to be initiated. RASC processes supported by departmental guidance. Sector wide multi agency recruitment campaigns continue to be invested in and supported. Volunteer sector supporting non personal care delivery. Overtime, agency and managerial staff on rota as necessary. Block on admissions where quality of care unacceptable.</p>

What Are We Worried About?	What Are We Doing About It?
<p>Adults not receiving the care they need at home in a timely way due to significant capacity problems in the domiciliary care market leading to additional pressures on unpaid carers, delays to hospital discharges and Adults not receiving care in the optimal setting</p>	<p>Utilise agency, commissioned supervisory and management staff to provide front line cover. Ensure community alarms and telecare arrangements are in place as appropriate. Spot contracts in place with off framework providers. Capacity response pilot procured. If the person cannot be supported in the community as care is not available then to explore temporary 24-hour care. Scoping exercise re. shared lives. Prioritise high risk cases - review risk weekly with Brokerage and Team Managers, implement appropriate support and mitigation measures. During high levels of staffing isolations contact relatives and carers of low-level cases to see if they can provide care when POC cannot be sourced; reduce number of calls to minimum per day and flexible on call times; undertake cross provider demand analysis to utilise full commissioned workforce; Use Rapid Team and RIT, postponing reablement agenda.</p>
<p>Lone working staff experience verbal and physical assault in the community.</p>	<p>The Council lone working policy is in place for reference to mitigate risks to low as reasonably practicable. Lone working devices available to all visiting practitioners.</p>
<p>Adults receiving rehabilitation services at Meadowgate are given inappropriate medication/s.</p>	<p>Policy and procedures reviewed, ongoing meds audits, staff training and supervision.</p>

Risks, Issues & Solutions



What Are We Worried About?	What Are We Doing About It?
<p>An adults social care record and subsequent care and support services may be adversely affected due to lack of available training on the local case management system.</p>	<p>New ongoing training programme to be established but not yet in place. Getting on the case(book) weekly drop-ins and prac guides established and well received</p>
<p>Adults outcomes will not be adequately measurable and performance will not be well managed as there is a lack of management information, resulting from lack of data analyst skill within tech service since 3 staff left in mid-late 2022.</p>	<p>Commissioned NECS to undertake a benchmarking exercise to remedy gaps in annual returns, to drill down into data sets and ensure the data being pulled from systems is accurate. Following that a suite of reports will be developed to populate a new framework for measuring, outcomes, risk, activity, performance, and quality.</p>
<p>Occurrence of a serious safeguarding concern in provider services.</p>	<p>Quality audit programme, staff training, supervision, robust management oversight in place but an instance still occurred and managed through HR processes. A robust quality framework will be developed but not yet in place.</p>



Questions

Communities & Health 2022/23

Quarter 3 Performance Report

Presentation to Adults, Wellbeing & Health Scrutiny and Improvement Committee

Priority 2: MEETING RESIDENTS' NEEDS

Develop and coordinate accessible resources and learning for frontline staff and volunteers through the South Tees Wellbeing Network, aimed at helping people to improve their wellbeing

Update: The South Tees Wellbeing Network was established to act as a personalised wellbeing network for people who work or volunteer in South Tees, to improve our communities' health and wellbeing. The network continues to develop strongly, providing accessible resources and learning for staff and volunteers across an evolving range of digital information platforms (network website, Instagram, LinkedIn, LinkTree, Active Campaign Marketing Platform). We have developed an Action Plan for 2023/24 which incorporates a 'Wellbeing in Practice' events series to improve members' own wellbeing and a 'What Affects Wellbeing' events series to share learning. The development of these events was underpinned by a survey asking members what they would like to learn about.

Three successful learning events have been held to date:

Action for Happiness (10 Keys to Happiness) – 35 attendees

Men's Health Scoping Event – 15 attendees

Cost of Living Workshop – 200 attendees, 150 of whom came through a network 'call to action'

We will ensure local service directories are current and populated with appropriate information.

Update: We have developed a dedicated webpage on the website linking to all current service directories across Redcar and Cleveland and Middlesbrough. We continue to work with members to ensure Making Every Contact Count (MECC) pages are current and relevant. The website includes links to and promotion of the Cost of Living support information on both local authority websites. In addition, the site hosts a link to The Link Charitable Trust's Community Activity Guide.

We will continue to develop the South Tees Wellbeing Network to provide a coordinated communication channel for frontline staff and volunteers to share service information, learning and best practice relating to issues that can improve residents' wellbeing.

Update: Membership of the network now stands at 627 members. We have distributed 3 monthly e-newsletters and initiated 5 'Calls to Action' (Cost of Living Crisis, Wellbeing Survey, Cost of Living Briefings, Food Power Alliance, COVID Alcohol Study). 4 blogs have also been uploaded to the network platform (Headstart, Odyssey Health and Wellbeing, Action for Happiness, Whitby Wellbeing). In addition, we have developed and are maintaining a list of all relevant partnerships across Redcar and Cleveland and Middlesbrough (with contact details), which link to the 15 topics the network covers.

Corporate Plan Update

Priority 2: MEETING RESIDENTS' NEEDS

Open a Community Hive in Redcar to support all the communities of Redcar & Cleveland

Update: Establishing a physical location has proven to be a challenge in Redcar High Street. The search is ongoing and we are exploring other options. Alongside this, we continue to work with Lloyds Bank Foundation and the Woodsmith Foundation to develop a sustainable model that will strengthen the Voluntary and Community Sector. In partnership with Lloyds and Woodsmiths, we hosted a Reimagining Redcar and Cleveland event in October and plan to facilitate subsequent quarterly events in 2023 to further strengthen links.

Priority 2: MEETING RESIDENTS' NEEDS

Develop and deliver an Arts in Health Strategy for the South Tees

Update: The development of an Arts in Health Strategy has progressed well. This will now be entitled a 'Creative Health Strategy' to align with the national agenda. Work is still ongoing but the strategy will now not be finalised until July. This is to ensure further development and design is aligned with the main Public Health South Tees Strategy and the outcomes of the Joint Strategic Needs Assessments (JSNA), which should be complete in June.

Priority 3: IMPROVING THE PHYSICAL APPEARANCE OF THE BOROUGH AND ENHANCING PROSPERITY

Develop and strengthen the cultural infrastructure of the Borough including:

Supporting the ongoing development of the Redcar & Cleveland Cultural Partnership.

Update: The Redcar and Cleveland Cultural Partnership continues to grow, as an active group that meets monthly to drive forward a range of joint projects. In particular, Q3 has been spent pushing forward the development of the Cultural Strategy and exploring funding options to support the sustainability and the joint working approach of the group.

Develop and deliver a Cultural Strategy for the Borough.

Update: Huge progress has been made in the development of the Cultural Strategy. A range of consultation sessions have been undertaken with key internal and external stakeholders, the R&C Cultural Partnership and freelancers. Community engagement sessions have also taken place. We currently have a working draft version and are looking to finalise the strategy by the end of March 23.



Communities & Health Performance Framework

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Health Protection & Healthcare Quality



Health Protection & Healthcare Quality

Trading Standards

Trading Standards Service provides an important regulatory function, carrying out a range of duties aimed at protecting consumers and reputable businesses. Through advice, education, enforcement, and partnership working, the primary aim of the Trading Standards Service is to provide a fair and safe trading environment for the benefit of consumers and reputable businesses in Redcar and Cleveland.

The value (£) of consumer detriment reported to the local authority via Citizens Advice Consumer Service (CACS):

- Oct 2022 £383,070.00
- Nov 2022 £787,831.00
- Dec 2022 £620,081.00

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Trading Standards Data	Q1	Q2	Q3
Number of Cold Caller Homes Packs distributed	115	131	181
Number of Notifications and Referrals received	329	353	303
Feed Inspections Completed	1	4	8
Animal Health Inspections Completed	0	0	17

- **1,780** cigarettes were seized in Q3, along with **25KG** of tobacco from residential premises.
- **221** Vapes seized from retail premises in Q3.
- **67** Shisha tubs seized from retail businesses.

Health Protection & Healthcare Quality



Housing Standards, Environmental Protection and Housing Advice & Information

In Q3, **55 Properties** were improved following a housing standard inspection, where hazards were identified, which were subsequently addressed by the landlord.

Housing Standards Data	Q1	Q2	Q3
Service Requests	268	204	311
Housing Licence Applications/Revocations handled	2	3	12
Number of Refugees accommodated	293	317	339

Housing Advice & Information Data	Q1	Q2	Q3
Approaches to the Service	476	510	495
Number of people in Temporary Accommodation (B&B only)	41	32	55
Number of asylum seekers currently accommodated	238	218	213

The Housing Standards Team (inc. Affordable Warmth & Refugee Resettlement) offers a comprehensive housing advice to all residents and property owners of the Borough, as well as the enforcement of housing statute. This work includes licensing of HMO's, delivery of selective licensing of designated schemes, encouraging empty property owners to return their property back into use, illegal eviction and harassment and the inspection of privately rented accommodation to ensure they meet the minimum legal standards. The team also responds to statutory nuisances including reports of filthy and verminous premises.

Environmental Protection - Responsible for Air Quality, Bathing Waters, Contaminated Land, Cooling Towers and Prior Consent, Environmental Permitting, Statutory Nuisance and Smoke Control. All of these combined have the effect of ensuring that our environment is as pollution free as possible and that residents can enjoy the environment that they live in.

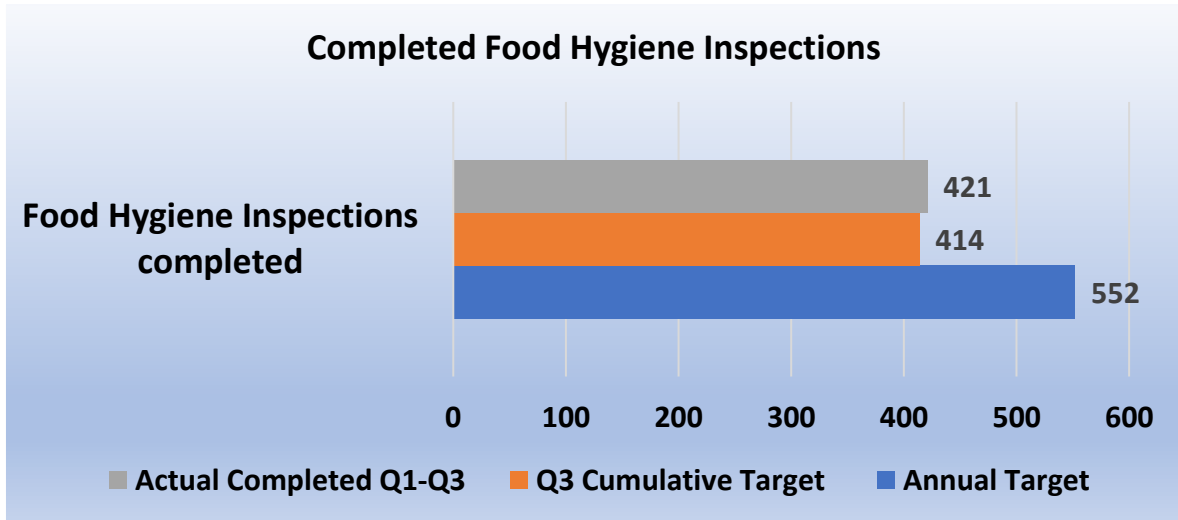
Environmental Protection Data	Q1	Q2	Q3
Service Requests	398	405	417

Health Protection & Healthcare Quality

The Commercial Team is responsible for the enforcement of Food Hygiene and Food Standards regulations. This work includes routine inspections, investigation of complaints and enforcement action where necessary.

Commercial Team

Rating	Number Inspected in Q3	Outcome Rating following Food Hygiene Inspection		
		Q1	Q2	Q3
5 (very good)	57	0	52 →	5 ↓
4 (Good)	4	3 ↑	1 →	0 ↓
3 (Generally Satisfactory)	1	0 ↑	1 →	0 ↓
2 (Improvement Necessary)	1	1 ↑	0 →	0 ↓
1 (major Improvement Necessary)	1	0 ↑	1 →	0 ↓
0 (Urgent Improvement Necessary)	0	N/A	N/A	N/A
New Business (No Previous Rating)	37 inspected	34 x 5 (Very Good)	3 x 4 (Good)	



Commercial Data	Q1	Q2	Q3
Service Requests	268	280	299
Accidents in the workplace responded to	9	13	14
Infectious disease notifications responded to	49	83	46



Health Protection & Healthcare Quality

River Port Tees Health - Imported Food and Feed

In the Port Health Service, we ensure food, feed, and relevant products entering the UK through Teesport have been legally imported and comply with relevant import controls. We also monitor the hygiene and environmental standards on vessels entering Teesport and ensure they comply with international hygiene and pollution laws.

	High risk food not of animal origin (HRFNAO) Example (Tea from China for pesticide residue)	Organics Example (Tea, coffee, wine)	Illegal, unreported and unregulated fishing (IUU) Example (Any fish not farmed, our main imports are mackerel, tuna, anchovies, surimi)	Plastics Example (White picnic ware, or black plastic utensils)	Aquaculture Example (Farmed salmon)
Oct	0	3	140	1	75
Nov	3	0	113	0	79
Dec	0	1	72	0	61

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River Port Tees Health – Number of Ship Inspections & Certificates issued

	Exemption (When no controls are applied – i.e. satisfactory, sanitation certificate issued)	Control (As issue is identified such as infestation on a ship, controls are therefore required and are stated on the issued certificate)	Routine (Only inspect when requested i.e. when a certificate is needed, every 6 months)	Total
Oct	9	0	0	9
Nov	5	0	0	5
Dec	7	0	0	7

River Port Tees Health – Water Samples

	Ship - Satisfactory	Ship - Unsatisfactory
Oct	19	4
Nov	16	0
Dec	0	0



Communities & Health Performance Framework

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Culture & Tourism

Our vision is that Kirkleatham Museum will be the beating, vibrant heart of heritage in our community - working in collaboration across the Tees Valley and beyond to enrich lives through understanding our past, exploring our present and forging the future.

We aim to make a positive impact on health and wellbeing and be recognised for working more closely with a wide range of people in our communities, though programming in ways that connect to people's present and future lives. We will ensure our collections reflect a diverse local history, especially our industrial heritage.



Attendance

- In Q3, **21,830** people visited the Museum & Pavilion.

Exhibitions

- Headspace**; an exhibition of self-portraits created by a community art group, run by Whippet Up CIC.
- The Battle of Britain in North East**, which consisted of 15 paintings relating to the attack on The North-East coast of England by the Luftwaffe.
- The 100 years of Redcar and Cleveland Council**; the Council celebrated our centenary and the museum held a 1920's themed exhibition in the reception area.

October Half Term Programme

- The half term family activity programme was very popular with a range of activities taking place in the museum including family crafts and a 'Nutty Professor' event.

Georgian Christmas Weekend

- The museum hosted a Georgian Christmas event that was attended by **5,510** people.
- The craft fair was supported by **25** local crafts people and 6 new small businesses.

Engagement

- The Museum Education Team worked with **18** schools, **11** from Redcar and Cleveland, **7** from elsewhere across the Tees Valley. Through **69** educational workshops, the team engaged with **1,099** children, a quarter of which qualify for Pupil Premium.

Holiday Activities and Food Programme (HAF)

- The museum team offered **2** days of HAF activities for the first time at the beginning of the schools Christmas holidays. The team worked with local creative practitioners for provide crafts and activities for children from areas of deprivation – further activity days will be offered in the coming year.

Accessibility

- We have continued to work closely with Dementia Action Teesside and the monthly dances have continued. Two staff were invited to a celebration event held in Redcar to celebrate the good work that is undertaken within the borough.
- At the beginning of December a 'quiet' visit to Father Christmas was arranged.

Culture & Tourism

The Events and Cultural Programme boasts a number of positive outcomes and impacts for the service and wider council objectives which include; increasing economic, social and environmental wellbeing within our communities, positive impact on the local economy, increased visitor spend and increase in local supplier contracting. Cultural Programmes and Events are used as a mechanism to convey our wider agendas such as climate change and health and wellbeing.

Redcar Half Marathon

1,000 entries took part in this years event, which had **400** spectators.

Redcar Illumination Parade & Christmas Lights Switch on

300 people took part in a total of **44** workshops to create creative content for the parade - this involved **15** community groups and schools. **210** people took part in the parade. A quote from a visitor – “**It was brilliant, so lovely to see everyone having fun and just enjoying being together**”

Redcar Christmas Animation Day

An array of musical and theatrical walkabout performances with a Christmas theme were held in Redcar High Street, attracting **2,500** people.

Saltburn Ice Trail

A one-day exhibition for families to explore nine ice sculptures around Saltburn, attracting **8,000** visitors to the town. A quote from a visitor – “**Brilliant time for everyone today! Thanks so much to everyone involved! Hope it can be repeated next year**”

Cultural Development, Programmes and Events



The Sports and Physical Activity service offer delivers on many council objectives such as improving the health of our local communities through engagement in physical activity. The service also delivers on wider objectives such as ensuring investment in assets aimed at increasing participation through collaborative work with National Governing Bodies for sporting and key stakeholders to secure external funding. This benefits the local economy by employing local tradespeople to complete schemes. Key sporting events are used to deliver on wider objectives and also to deliver key messages around sport and physical activity.

Redcar Running Festival

The Redcar Running Festival attracted **1,000** participants who took part in the race with competitors completing distances including 2k Fun Run, 5k, 10k, and half marathon. The event was delivered in partnership with Everyone Active and New Marske Harriers.



Grangetown Boys Football Club

£30,000 was secured from the Football Foundation to complete ground grading improvements, including new stands and turnstile to ensure the club can gain promotion within the national football pyramid.



Redcar Town Football Club

£16,000 was secured from the Football Foundation to deliver a scheme to purchase new storage containers, these were needed due to the successful increase in participation at the site and the need to provide new and secure storage.



Libraries Data	Q3 Totals	
	2022/23	2021/22
Total Number of Customers Served (Select + Collect)	↑ 51,257	39,246
Total Number of Books Issued (Select + Collect)	↑ 23,615	22,089
Total Number of eAudio Loaned (Borrowbox)	↑ 2,368	1,519
Total Number of eBooks Loaned (Borrowbox)	↑ 1,900	1,781
Number of Customer Served (Home Delivery Service)	↑ 356	319
Books Issued (Home Delivery Service)	↓ 2,391	2,687

Libraries are safe and accessible spaces that help to change community lives for the better with no expectation of anything in return. They not only offer free access to physical books, electronic media and other literature, but also help people to help themselves, improving their opportunities by providing practical support and guidance. They bring people of all ages together, offer interest groups a chance to share their passions, and are an outlet for children to engage in a variety of events and activities. They are also well-placed to respond quickly to local and national needs and issues such as assisting in COVID recovery, offering Warm Spaces for those most vulnerable and hosting other support agencies such as Citizens Advice, local financial services and digital sessions.

Customer Service – Data



22,760 Calls handled in Q3



5,524 Emails handled in Q3



1,547 Live Chats handled in Q3





Children's Events

- The Northern Children's Book Festival sessions – held in Dormanstown Library, was attended by **80** Children from Newcomen & Dormanstown Primary School.
- Saltburn Ice Trail - which culminated at the library with craft events.

Adult's Activities

- **95** people attending the TSB sessions & **250** people attending Barclays local sessions in Q3.
- **80** people attended support sessions.
- **86** people accessed the digital drop-ins.

Local Initiative Support

- We continue to be part of some valuable initiatives across the region, these include a ground-breaking project funded by the author Ann Cleeves and Local Authorities across the North East. This enables Community Reading Workers to support local people, specifically communities in Loftus, to access books and experience the pleasure of reading to improve their wellbeing.
- The Business & Intellectual Property Centre (BIPC) (relocated to South Bank Library) is being used by residents to receive advice and support in starting their own business. This is supported by the British Library and provides specialist knowledge of Intellectual Property and Patents, as well as allowing access to valuable databases that will provide detail on company information, market research, and grant funding.



Warm Spaces in Libraries

Libraries have been included in the nationwide Warm Space initiative, offering the public a warm space, free hot drinks, public PC use, and a variety of activities including board games. These have been well attended, particularly in Redcar, Guisborough and Saltburn, with Redcar supporting many homeless people who have used the facilities. **1,500** have accessed the warm spaces in Q3 across all libraries.

Spotlight on Orchestra's Live Our Music Our Way

The partnership between Orchestra's Live and Redcar & Cleveland Borough Council is built up a shared commitment in promoting and supporting professional orchestral activity and engagement opportunities in Redcar & Cleveland from January 2022 to March 2023 and beyond.

Together in Music

- Delivery of a creative programme of work took place in residential care settings for older people (particularly those suffering with dementia), helping to support wellbeing through creative music making. The programme combined research-led music therapy elements with musical composition through improvisation.
- Over a 6 month period, Manchester Camerata led a series of workshops across 4 care settings which culminated in a small orchestral concert delivered by Manchester Camerata and Guisborough Choral Society held at Tuned In!; the audience of over 150 consisted of participants, their carers and families.

Our Music, Our Way

- 12 Workshops, led by nationally renowned Orchestra Manchester Camerata, took place throughout October, November and December, working with over 150 children and young people from three Redcar and Cleveland schools (two primaries and one secondary) as well as Tees Valley Youth Orchestra, and Tuned In!.
- The workshops enabled the young people to co-create their own, original pieces of music, inspired by their place and heritage, instilling a sense of pride of place. On Dec 6th, as well as the premiere of this brand-new composition, Manchester Camerata's 13-piece Orchestra delivered an exciting concert, playing a selection of Film, Classical and Popular music.
- The open concert saw an audience of more than 400 people, made up of pure audience members, and participants from the workshops. The concert proved a wonderful mechanism to bring the community together to celebrate the young people's work whilst making orchestral live music accessible and beginning to develop a new audience for music and cultural events in Redcar & Cleveland.

Spring 2023

Delivery of Halle Storytime in March 2023, delivering 4 small scale performances aimed at reception and key stage 1, Approximately 160 children in Redcar and Cleveland will have the opportunity to participate.





Communities & Health Performance Framework

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Public Health & Partnerships

Public Health & Partnerships

The Health Improvement Team work collaboratively with communities and partners to identify and address the health and wellbeing needs of our communities. This involves community engagement, health development, capacity building and influencing of health and wellbeing strategy, commissioning, and service improvements. Alongside this, the team coordinate a wide range of national and regional Public Health programmes and deliver several actions as part of South Tees Public Health improvement programmes.

Health Improvement Team (HIT)

Funding

- **£10,000**; received from Northern Gas for warm homes as part of the Healthy Children initiative.
- **£10,000**; secured for micro grants for community projects associated with the cost of living crisis, financial inclusion and vulnerability.
- **£10,000**; secured for a community shed at Grangetown United. This will be utilised by services including; MIND and Social Prescribing Teams to support residents wellbeing.

No Substitute for Mental Health Campaign

- A BBC film crew interviewed men from Redcar & Cleveland as part of our No Substitute for Mental Health Campaign - this appeared on a documentary that was available on BBC iPlayer.



Abdominal Aortic Aneurysm (AAA)

Supported NHS England to gather service feedback on Abdominal Aortic Aneurysm (AAA). This will be used to inform AAA screening service improvements, aimed at increasing uptake and saving lives.

MECC

MECC awareness sessions continued to be delivered to RCBC staff and partner services (E.g. Reablement and Independence, Social Care, Children's Services, Homelessness, Employability, Commissioning Teams, and The Junction). **289** staff have now been trained from across **20** RCBC staff teams and **28** partners organisations.



Public Health & Partnerships

Community Development Team

Saltburn Skatepark

Phase 1 of Saltburn Skatepark has now been completed. **£20,000** has been secured for phase 2 of the project; the process of securing the additional funds needed is underway with an aim of opening the Skatepark this summer.

Holyhead Field Bike Park (Redcar)

Residents regarded this field pointless and not fit for purpose, now with the installation of a bike park it is used by residents of all ages.



The Community Development Team aim to build community capacity, promoting resilience and self-service and support Councillors with their related community activities. Providing support in performing their related duties in the community, and to work with communities in assessing and determining needs and priorities and develop appropriate responses in line with the priorities of local plans.

Christmas Events

- Funding was secured for Newcomen Ward to host an event for residents, with small rides free for children as part of the offer.
- Ward Councillors funded a Santa sleigh ride around Dormanstown giving gifts to young residents.
- Marske Christmas Festival received money from Ward Councillors to host the annual event.
- Support was given to Brotton's over 60s Friendly Club in hosting two large events for members in the run up to Christmas, this included a big raffle day and a Christmas party.



Warm Space for Newcomen

£1,500 funding was secured to implement a warm space at Westmorland Community Centre in Newcomen, this will be used by residents during the winter months.





Communities & Health Performance Framework

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Vulnerabilities

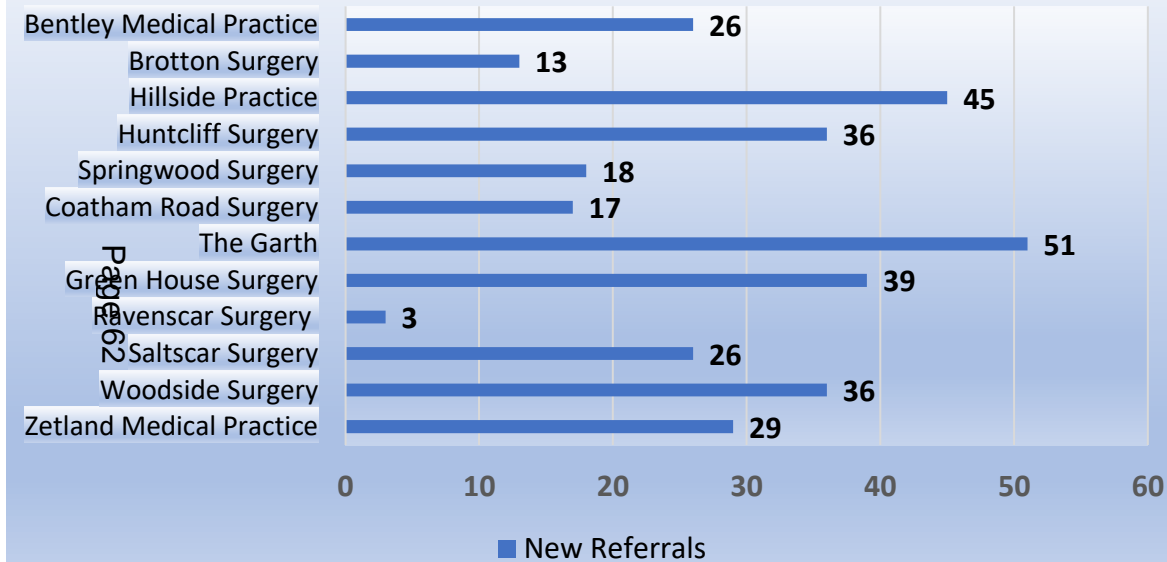
Vulnerabilities

Continued collaboration with the PCN's has strengthened our connectivity and partnership with primary care and it supports our shared priorities in terms of residents leading longer, healthier and more fulfilling lives.



Social Prescribing (SP)

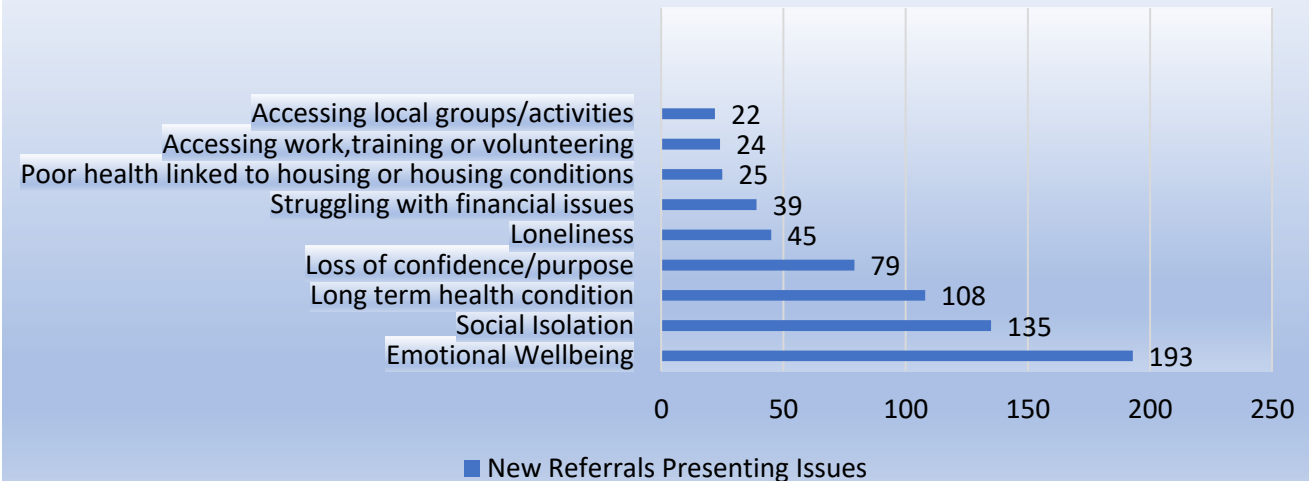
New Referrals by GP Practice in Q3



Q3 – 339 New Referrals

- **60%** of new referrals were Female and **40%** were Male.
- **19%** of new referrals were aged between 18-34, **37%** were aged between 35-54, **30%** aged between 55-64 and the remaining **14%** aged over 65.

New Referrals - All Presenting Issues in Q3



Q3 – 169 Closed Cases

- **78%** of the closed cases strongly agreed to feeling better due to SP intervention.
- Quote from 1 closed case – **“I feel that you have really helped get me on the right track. you put me in touch with the right people and things are happening now. I know what I need to do to help improve the situation and the support I have got will make a difference going forward. Thank you, you do a really good job and the service is great”.**

Changing Futures Team work with the most vulnerable residents experiencing multiple issues including ; Domestic Abuse, Homelessness, Substance Misuse, Mental Health issues, and repeated contact with the criminal justice system. Our team of key workers provide intensive and respectful support for these people experiencing multiple disadvantages.

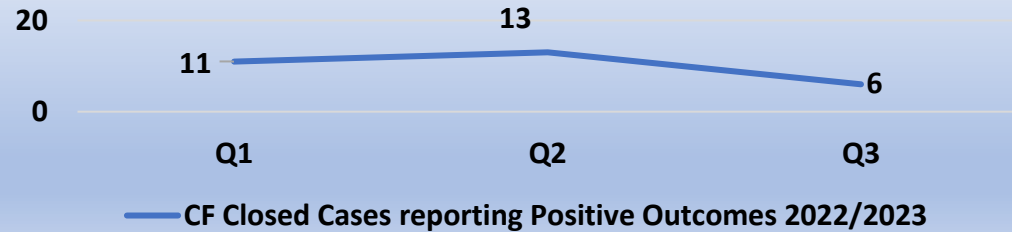
Vulnerabilities

Changing Futures (CF)

CF New Referrals 2022/2023



CF Closed Cases reporting Positive Outcomes 2022/2023



Q3 – 148 New Referrals

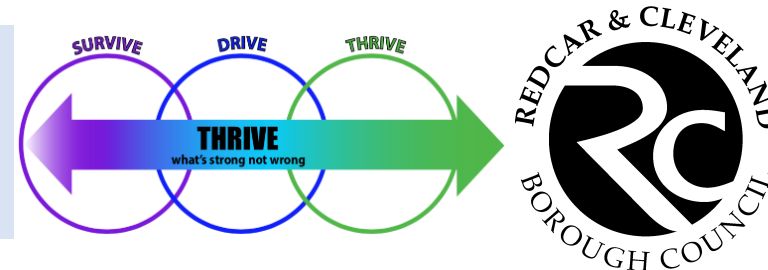
- From **148** new referrals, **101** received support from a Key Worker, **4** no longer required support after initial visits were completed and the remaining **43** did not engage.
- **45%** of new referrals were Female and **55%** Male.
- **19%** of new referrals were aged between 18-29, **42%** were aged between 39-49 and the remaining **39%** were aged 50 and over.

Q3 – 30 Closed Cases

- **6** of the closed cases reported positive outcomes in Q3.
- **4** were referred to more suitable services.
- **20** were closed due to lack of engagement.

Vulnerabilities

THRIVE is a specialist integrated drug, alcohol, and domestic abuse service. THRIVE work closely with a range of partners across Redcar & Cleveland to deliver essential services. We firmly believe that an inclusive partnership approach is pivotal in supporting people, so they achieve long lasting change and a healthy, well-meaning lifestyle.



THRIVE – Data

Harbour	2022/2023 Children and Young People Data		
	Q1	Q2	Q3
Referrals into CYP Service	29	44	49
Clients Supported in CYP Service	24	33	50

Harbour	2022/2023 Preventions Service Data		
	Q1	Q2	Q3
Referrals into Preventions Service	18	19	27
Clients Supported in Preventions Service	13	18	27

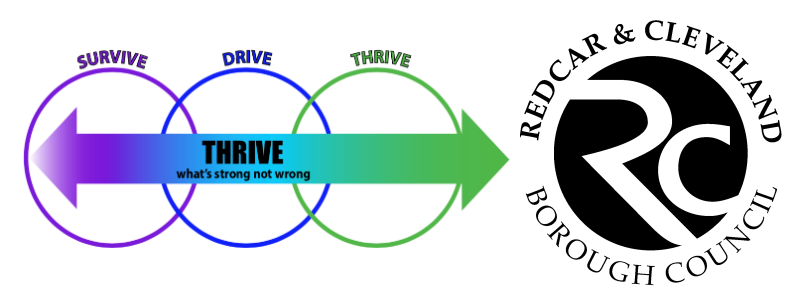
Harbour	2022/2023 Refuge Data		
	Q1	Q2	Q3
Referrals into Refuge	90	84	73
Accepted into Refuge	10	11	5
Total Clients Supported in Refuge	22	23	28
Total Clients Supported in Dispersed Properties	1	8	9

Harbour	2022/2023 Outreach and Independent Domestic Violence Advisor Data		
	Q1	Q2	Q3
Total Clients Supported in Outreach Service	57	80	71
Total Clients Supported in IDVA Service	41	43	52

Harbour	2022/2023 Adult Victims Supported Data		
	Q1	Q2	Q3
Total Number of Adult Victims Supported	120	144	165

Vulnerabilities

THRIVE – Data



With You, work with people on their own goals, whether that's staying safe and healthy, making small changes or stopping an unwanted habit altogether. We give people support in a way that's right for them either face to face in their local service, community or online.

Led by those with lived experience, ITS deliver accredited peer-led behaviour-change and abstinence programmes providing simple and practical tools for service users to empower them to be free from addictive behaviours. One of the main elements of delivery as part of the THRIVE partnership, is intensive work with individuals who are still using substances.

Page 65 With You	2022/2023 With You Data		
	Q1	Q2	Q3
New Referrals	322	250	272
Number Engaged with Needle Exchange	1,311	1,284	1,313
Successful Completions for Adults	43	46	39
Successful Completions for Young People	36	32	37

Intuitive Thinking Skills	2022/2023 ITS Data		
	Q1	Q2	Q3
Intuitive Recovery – Referrals	16	21	26
Intuitive Recovery - Starts	7	9	12
Intuitive Recovery - Completes	6	8	11
Skills-Tu Life – Referrals	14	19	25
Skills-Tu Life – Starts	5	8	10
Skills-Tu Life – Completes	4	5	7



Spotlight on Domestic Abuse Partnership Strategic Priorities



The Domestic Abuse Act 2021 has put the partnership on a more strategic footing, the membership has been reviewed with a good range of stakeholders at the right level.

Strategic Priorities for the partnership have been agreed:

- **More positive outcomes – across agencies.** We need to define what a 'positive outcome' means for the partnership and capture the voice of the victim.
- **Housing vulnerable victims e.g., complex needs, male victims.** We will set up an 'accommodation' working group and develop a 'community offer' that meets the needs of those where a refuge would not be suitable e.g., male victims, disabled victims (if no accessible space in the refuge), victims with complex needs, victims with adult sons etc.
- **Hidden victims – to identify and encourage those not already in services to come forward.** A Hospital IDVA is in place to identify domestic abuse victims that present at A&E. We will explore further partnership working opportunities with Health services and GPs.
- **Working with perpetrators – provide a clear offer and embed this within wider workstreams.** This will link in with other work e.g., Cleveland Wide Perpetrator Strategy that the OPCC is developing. We will consider joint commissioning where appropriate, have a focus on Child and Adolescent to Parent Violence and Abuse (CAPVA) and Domestic Abuse within young person intimate relationships.

Next Steps

- Further work to explore how the priorities will be achieved
- Develop a performance framework – identify some KPIs linked to the priorities



Communities & Health Performance Framework

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Public Health South Tees

Service Data – Stop Smoking Service



South Tees Stop Smoking Service offers support to individuals (aged 12+) who reside, work or are in study across Middlesbrough and Redcar and Cleveland. We currently support individuals using a combination of Nicotine Replacement Therapy (NRT) and provision of Vaping Products, as well as a range of other interventions used to support and maintain change. The service offers a standard 12 week support programme.



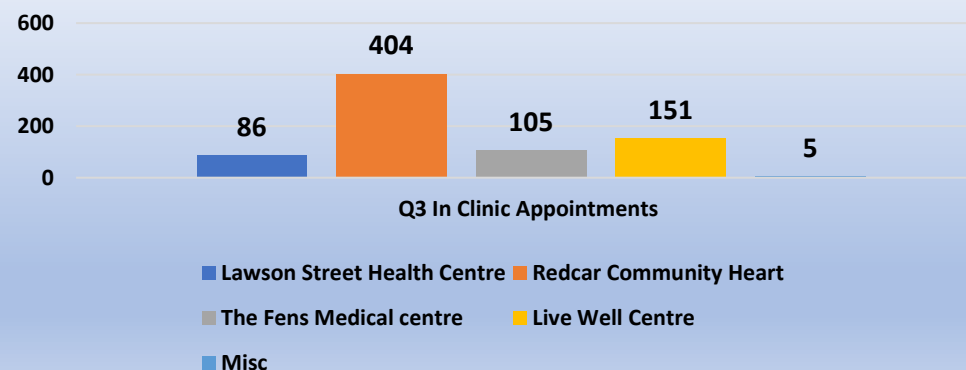
Stop Smoking	Q3 Totals	
	2022/23	2021/22
Service Users Engaged	↑ 157	146
Number of Quit Dates Set	↑ 86	74
Number of Successful Quits	↑ 53	52

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Service Data – Sexual Health

Sexual Health	Q3 Totals	
	2022/23	2021/22
Appointments Undertaken	↓ 751	886
Chlamydia Tests Completed	↓ 407	420
Chlamydia Positive Tests	↓ 43	47

Q3 In Clinic Appointments Undertaken



There is a statutory duty incumbent on Local Authorities, Clinical Commissioning Groups (now Integrated Care Systems) and NHS England and NHS Improvement to commission or provide sexual and reproductive health services. This covers all forms of contraception, coil fits for heavy menstrual bleeding (HMB), screening and treatment for sexually transmitted infections (STIs) including HIV, cervical screening, psychosexual counselling, and vasectomy services.

Leisure Centres



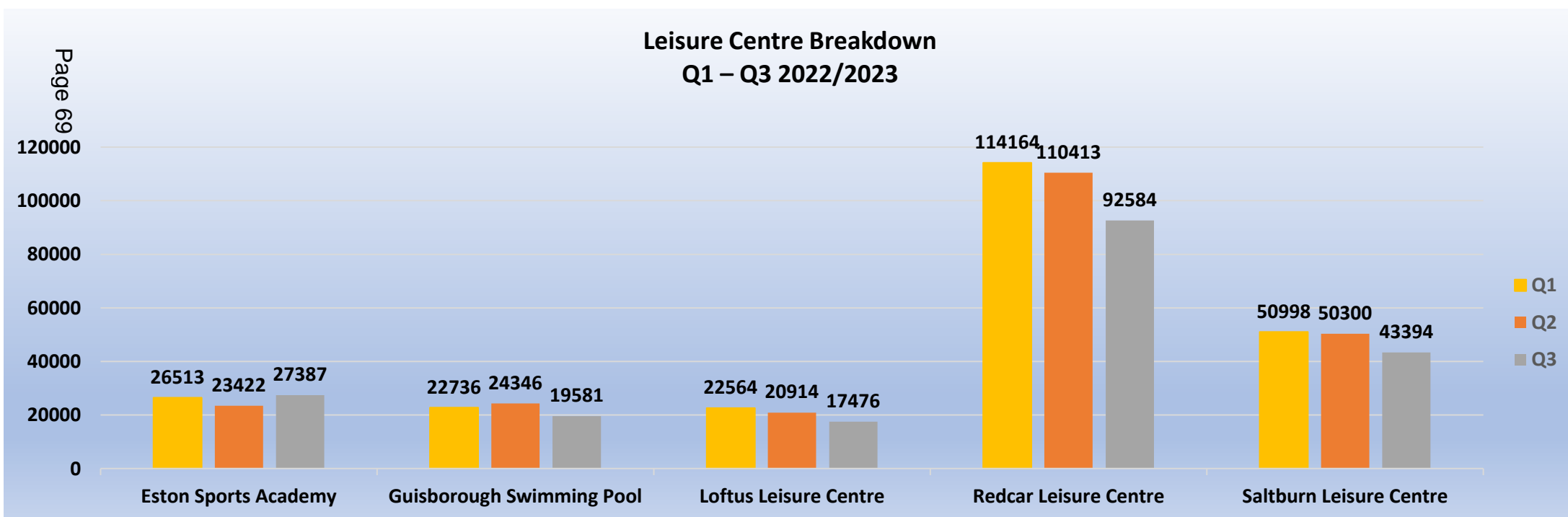
Service Data – Leisure Centre Attendances

	Q3 Totals	
	2022/23	2021/22
Attendances	↑ 200,422	199,042

The service provision focuses that SLM are undertaking as agreed with RCBC are to improve the long-term physical health and mental well-being of people whilst getting young people more active, and ultimately save lives.



Leisure Centre Breakdown
Q1 – Q3 2022/2023



Service Data – MIND & Cruse

Cruse
Bereavement
Support

Page 70

Cruse offers Bereavement Support, advice and information to Children, Young People and Adults.

	Q3 Totals	
	2022/23	2021/22
MIND Referrals (All)	↓ 70	76
MIND Referrals (Male)	↓ 36	40
MIND Referrals (Female)	↓ 34	36
Cruse Referrals	↑ 48	46

 **mind**
Redcar and
Cleveland

MIND provide and promote a quality well-being prevention and recovery service that puts people first. Supporting people with Loneliness & Isolation, Social Deprivation and other factors that have an impact on people's mental health.

Mental Health Leads in Schools Network

- Mental Health in Schools network meetings are held every half term, and continue to be well attended.
- Informal Mental Health drop-ins for school staff are held every half term.
- Fortnightly newsletter has been produced.

Pupil Interventions

- Boys Emotional Wellbeing – **16** pupils in **2** schools
- Super You Group Interventions – **2** schools, **21** pupils
- **2827** pupils from **20** schools attended wellbeing assemblies.

HEADSTART

HEADSTART support young people aged 0-19 to cope better in difficult circumstances and do well in school and in life. This helps to build resilience to prevent the onset of common mental health problems.



Schools Engagement

- **35** schools have entered into a partnership agreement with the HEADSTART service.
- **115** new HeadStarters – a total of **203** this academic year.
- **1** open Academic Resilience training session has been delivered.
- **1** Mental Health Link Governor Awareness Raising session has been delivered.

Additional funding has been secured from Anglo American to employ an additional HeadStart assistant to work in secondary settings. Work has commenced in **5** settings.



The Managing Undernutrition South Tees (MUST) Service provides nutrition and hydration training and support to 28 elderly care homes in Redcar and Cleveland. The service is commissioned, funded, and monitored through the Better Care Fund programme. The training enables care homes to achieve the Care Quality Commission (CQC) essential standards of quality and safety in nutrition and hydration and ensures resident's nutritional requirements are being met.

- This service provides nutrition and hydration training, and support to **28** elderly care homes in Redcar and Cleveland.
- In Q3, all elderly care homes had an allocated Nutrition Training Coordinator who supports the care home staff with training to ensure residents nutritional needs are met.

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Number of Delegates Trained 22/23		Q1	Q2	Q3
Nutrition and Hydration Awareness E-Learning		86	93	48
Senior Staff MUST Training		15	9	16
Eat Well, Cook Well Catering Course		32	12	19
Slimming World 2022/2023		21/22	22/23 Q1 – Q3	
Referrals		457	524	

Holiday Activities and Food Programme (HAF)

- Local Authorities are funded by the Department for Education to ensure free holiday provision, including a nutritious meal, is available to all school children and young people eligible for benefit related free school meals.
- **49** organisations delivered programmes across South Tees
- **2,149** participants engaged in HAF programme from all ages = **34.66%** (6,200 total eligible population)
- The Department for Education requires a minimum of 20% uptake in each area

Service Updates

You've Got This – Sport England Local Delivery Pilot

You've Got This is the Sport England Local Delivery Pilot covering the South Tees, with the vision of *Active Lives as a Way of Life*. We are continuing to progress with our core themes of our Community Focus Area, work with Health Professionals, Prehabilitation & Waiting Well, Type 2 Diabetes and Slimming World. Below we are sharing some progress on some additional workstreams of the programme.

Core Programme Area	Learning Bank <i>Building Strong Foundations</i>	Warm Space Delivery <i>Cooperatively Connecting to the Wider System</i>	Flippin Pain <i>Building Knowledge, Capacity and Skills</i>	Planning & Transport Planning <i>Connecting our Approach with the Local Environment</i>	Creating Active Schools <i>Support for Learning in the Community and Schools</i>
<p style="text-align: center;">Page 73</p> <p style="text-align: center;">Update</p>	<p>The Learning Bank, which is an online resource where stakeholders from across the South Tees will be able to share insight and learning in a variety of formats and connect with others. This software will enable us to maximise the level of insight we are able to capture, and share and utilise across partner organisations. Enabling us to develop a stronger understanding of the support and requirements of our residents.</p>	<p>Using the financial resources of the pilot, we have commissioned Middlesbrough Football Club Foundation to coordinate and deliver a programme of physical activity provision connected to the existing local authority warm space initiatives. Using a large number of YGT Ambassadors to deliver physical sessions, the Warm Space support will work across South Tees to support communities, and local venues and hubs, in response to the cost of living crisis, by providing insight led activity that will be audience appropriate, aiming to encourage movement and wellbeing, whilst tackling isolation.</p>	<p>Through our work with social prescribers and our health professionals workstreams we identified a barrier stopping the support for active living; Chronic Pain. Social Prescribers and other health professionals are faced with issues surrounding supporting people to chronic pain weekly. This insight has now been utilised to co-commission with Tees Valley Sport, a campaign for the public, supporting them to understand how physical activity can support them to live with chronic pain. As well as a supporting educational programme for health professional to provide them with the skills and tools to support people to be active with chronic pain. The first event is fully booked with 150 professionals.</p>	<p>Using the pilot as a way of influencing how we work towards promoting physical activity and moving more, we are working with both local authorities to see how we can work with the planning and transport planning teams across South Tees. We are currently looking at designing a vacancy/role that will work across both areas to lead on supporting greater integration between Public Health, Planning and Transport Planning, with the aim of influencing the development of the built environment to support people's health and wellbeing and to reduce health inequalities.</p>	<p>Creating Active Schools is a programme of work looking at a whole school approach to embedding physical activity. We have 5 schools in South Tees piloting the approach with a management team in place in each school to define the strategic direction of the work. Each school has participated in whole staff training sessions, and communities of learning to share best practice and have identified their three priority focus areas for the year. They are now working on their plans as well as accessing the open schools facilities funding with is current out through the department of education.</p>

You've Got This workstreams all focus on the below catalysts for change to create lasting change within South Tees:

- Enabling Distributed and Effective Leadership
- Enhancing Opportunities for Active Living
- Support for Learning in the Community and Schools
- Building Knowledge, Capacity and Skills
- Cooperatively Connecting to the Wider System
- Supporting with Appropriate Comms and Marketing
- Connecting our Approach with the Local Environment
- Building Strong Foundations



Communities & Health Performance Framework

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Risks, Issues & Solutions



What are we worried about?

- 1 Failure to discharge statutory functions. Unable to recruit and retain sufficient suitably qualified and experienced staff.

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What are we doing about it?

Support existing members of staff to secure relevant qualifications. Upon successful completion of the qualification, the employee post reflects the qualification secured. (e.g., *Enforcement officer becomes an EHO, Fair Trading Officer becomes TSO, grade E post would move up to grade G+ on current JDs*).

What are we worried about?

- 1
 - Failure to meet budgetary income targets due to reduction in room bookings, residents may have found an alternative way to carry out meetings.
 - Failure to meet budgetary income targets due to reduction in photocopying/printing as residents may have found an alternative option.

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- 2
 - Failure to meet budgetary income targets due to reduction in the number of market stalls and High Street bookings.
 - Previous High Street bookings were predominantly energy suppliers (Scottish Power, EDF and Octopus Energy) recruiting new customers. As a result of the UK's energy crisis and the increase in household costs energy rates are less competitive and active recruitment for new customers appears to have stopped.

What are we doing about it?

- As part of the wider libraries' consultation, an objective review of our assets, resources and staffing is being undertaken by external consultants and will inform methods of income generation/recommendations to meet savings targets.
- We are continuing to develop relationships with partners /other organisations to increase room hire and continue financial planning to address the shortfall.
- We continue to work with the Market Manager of Redcar Market and the council's business team to target new traders.
- The new Town Centre Management Project Officer post within Business Engagement will look to support development, build resilience, and deliver on key objectives for the town centre.



What are we worried about?

- 1 Demand for Key Worker & Enhanced Caseload Worker intensive support has increased dramatically and there is not enough resource in place to allocate a member of the team as soon as the referral has been made, the risk related to this is that people do not get the most appropriate support when required which will increase their vulnerabilities and may lead to further issues.

What are we doing about it?

To mitigate this, we have established an initial assessment team that offer support through face to face, telephone and a weekly drop-in session to ensure people feel supported while they are on the waiting list.



Questions



Adult Social Care Performance Information Adult Social Care Outcomes Framework 2021/22

**Adults, Health & Wellbeing Scrutiny & Improvement Committee
6 March 2023**

Adult Social Care Data Returns

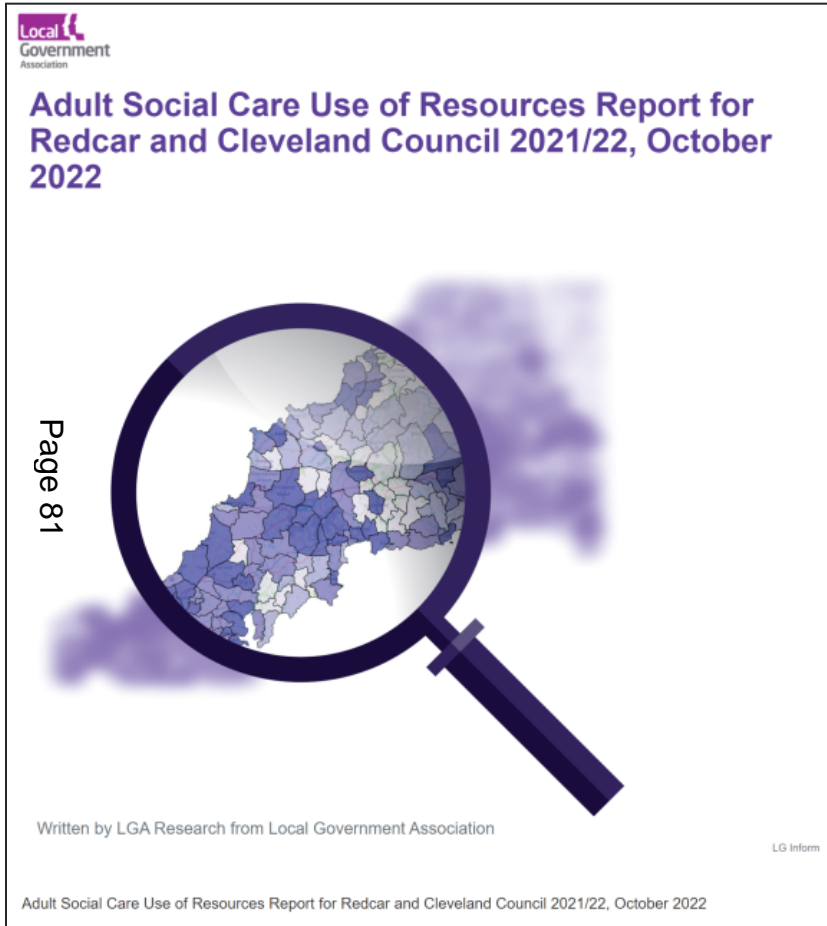


Mandated data collections for 2022/23 as outlined by NHS Digital

Collection name	Collection open date	Mandated submission deadline	Validation/Data quality reports available	Refresh submission deadline	Publication date (provisional)
Safeguarding Adults Collection	3 April	8 June	21 June	5 July	August 2023
Deprivation of Liberty Safeguards	3 April	17 May	31 May	14 June	August 2023
Guardianship ¹	3 April	17 May	31 May	14 June	September 2023
Adult Social Care Survey	3 April	10 May	24 May	14 June	October 2023
Short and Long Term Support ²	10 April	24 May	7 June	5 July	October 2023
Adult Social Care Finance Return	24 May	5 July	19 July	16 August	October 2023
Deferred Payment Agreements	24 May	5 July	19 July	16 August	October 2023
Registered Blind & Partially Sighted ^{1,2}	10 April	24 May	7 June	5 July	December 2023
Adult Social Care Workforce Data Set ³	11 September	13 October	-	-	To be confirmed

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National Benchmarking Analysis



Discussed last time



For Discussion this time

A Reminder - Usefulness of Data



Comparative information can be invaluable in helping to understand performance and assist in making data informed decisions.

However.....

- Page 82
- Achieving consistent data recording is almost impossible, so there is a danger of comparing 'apples with pears'
 - No single indicator can give a complete picture of performance
 - Need to be careful how results are interpreted. For example, low spend could mean great efficiency or could mean poor or inadequate service offer
 - Much of the information in this analysis come from sample surveys so is dependent on perceptions (soft intelligence) rather than hard data
 - The data is a starting point for assessing performance not the end point

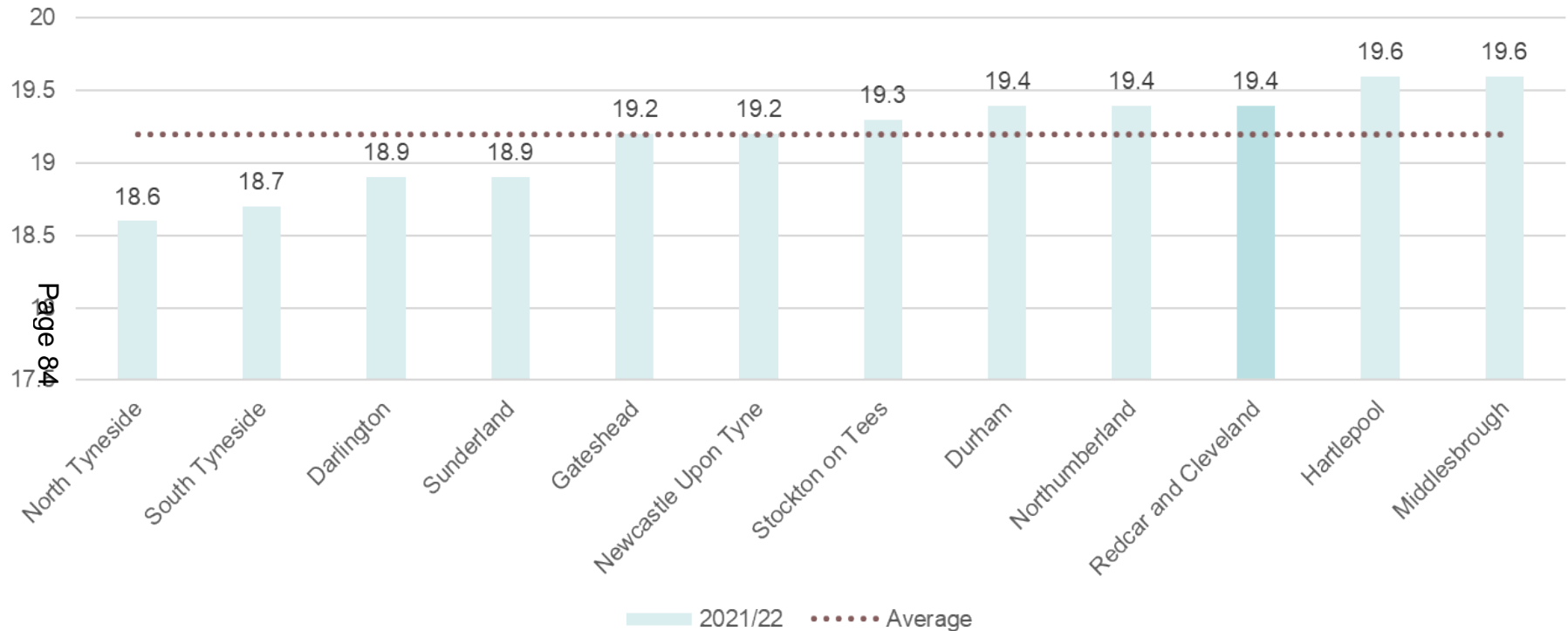


Domain 1: Enhancing quality of life for people with care and support needs

ASCOF Indicators



1A Quality of Life - Overall

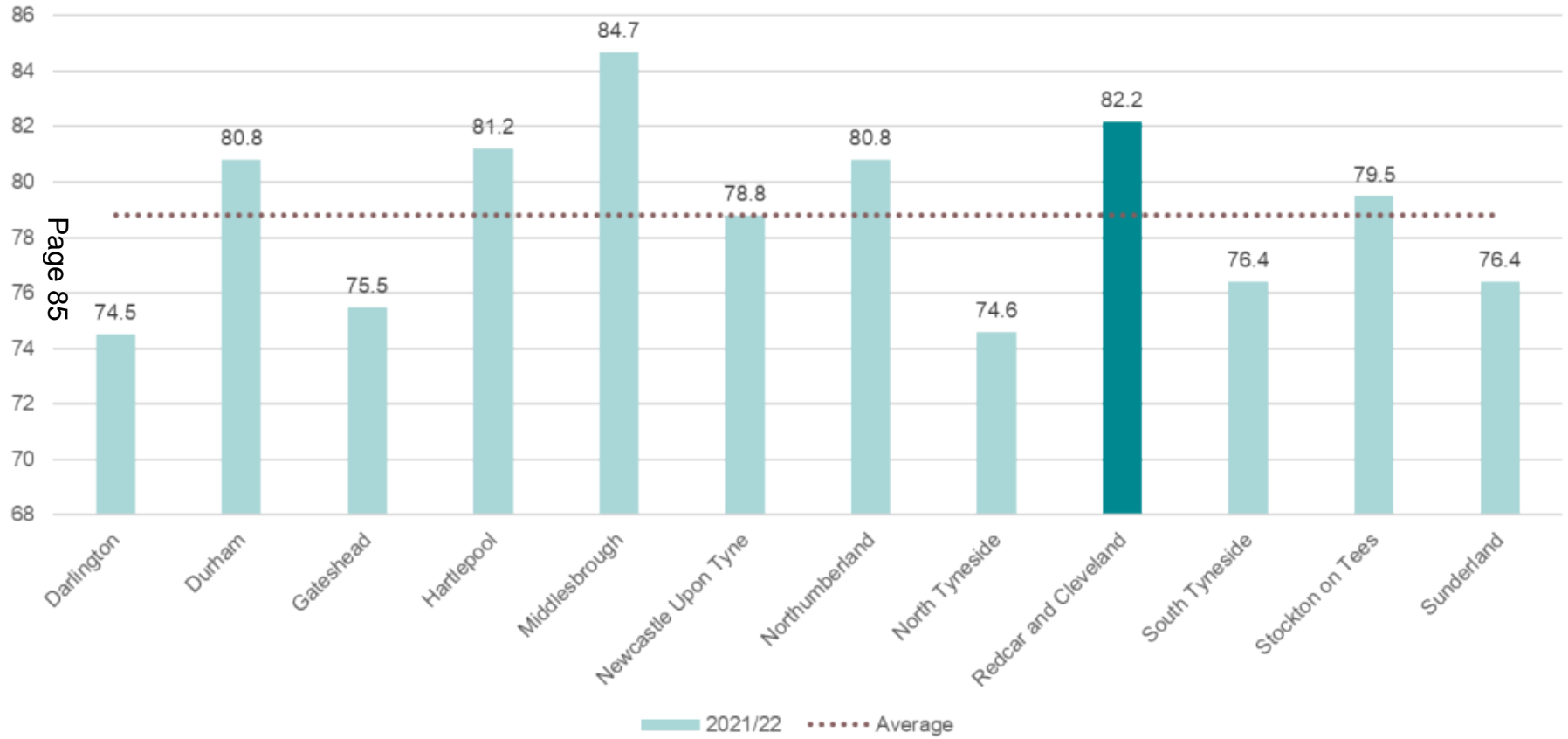


This measure is an average quality of life score based on responses to the Adult Social Care Survey. It is a composite measure using responses to survey questions covering the following domains; control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.

ASCOF Indicators



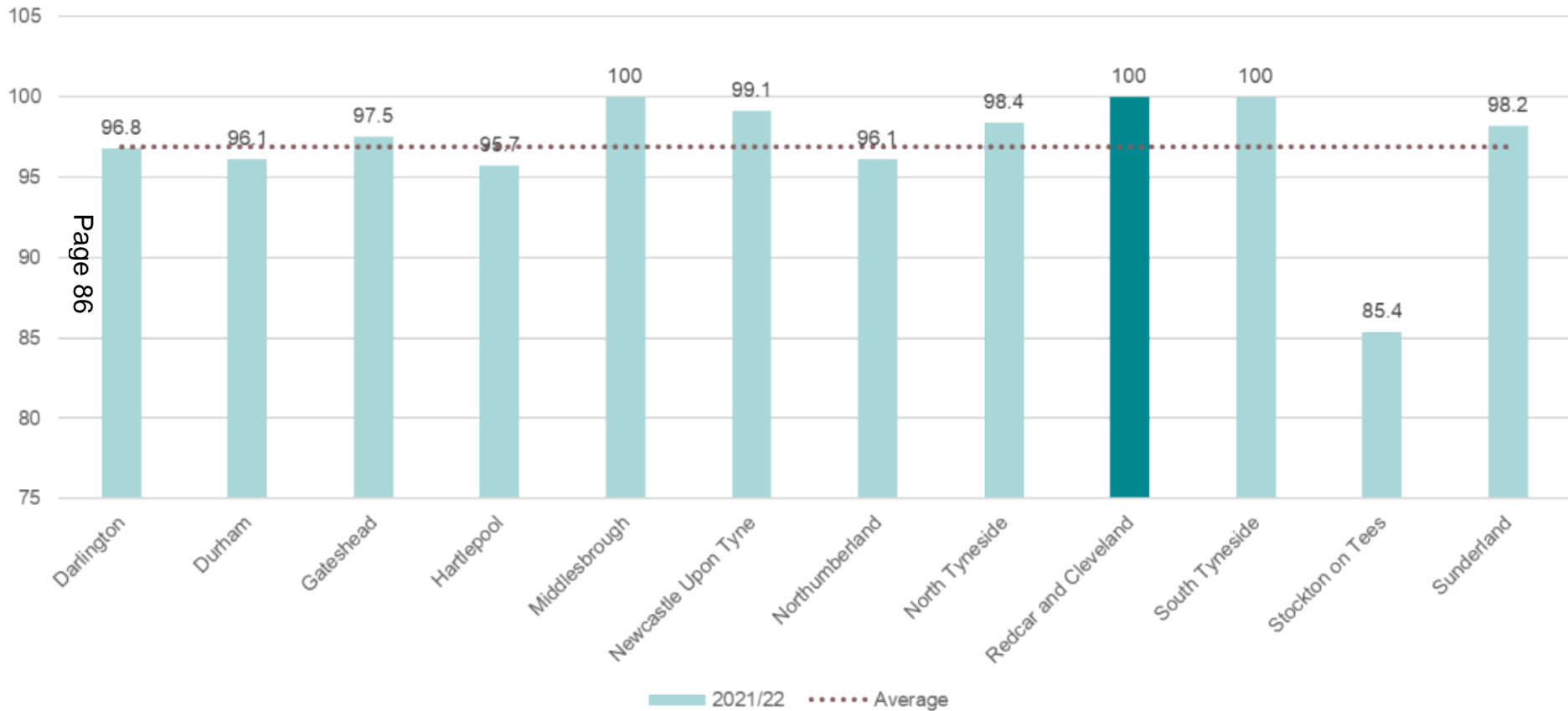
1B The proportion of people who use services who have control over their daily life



ASCOF Indicators



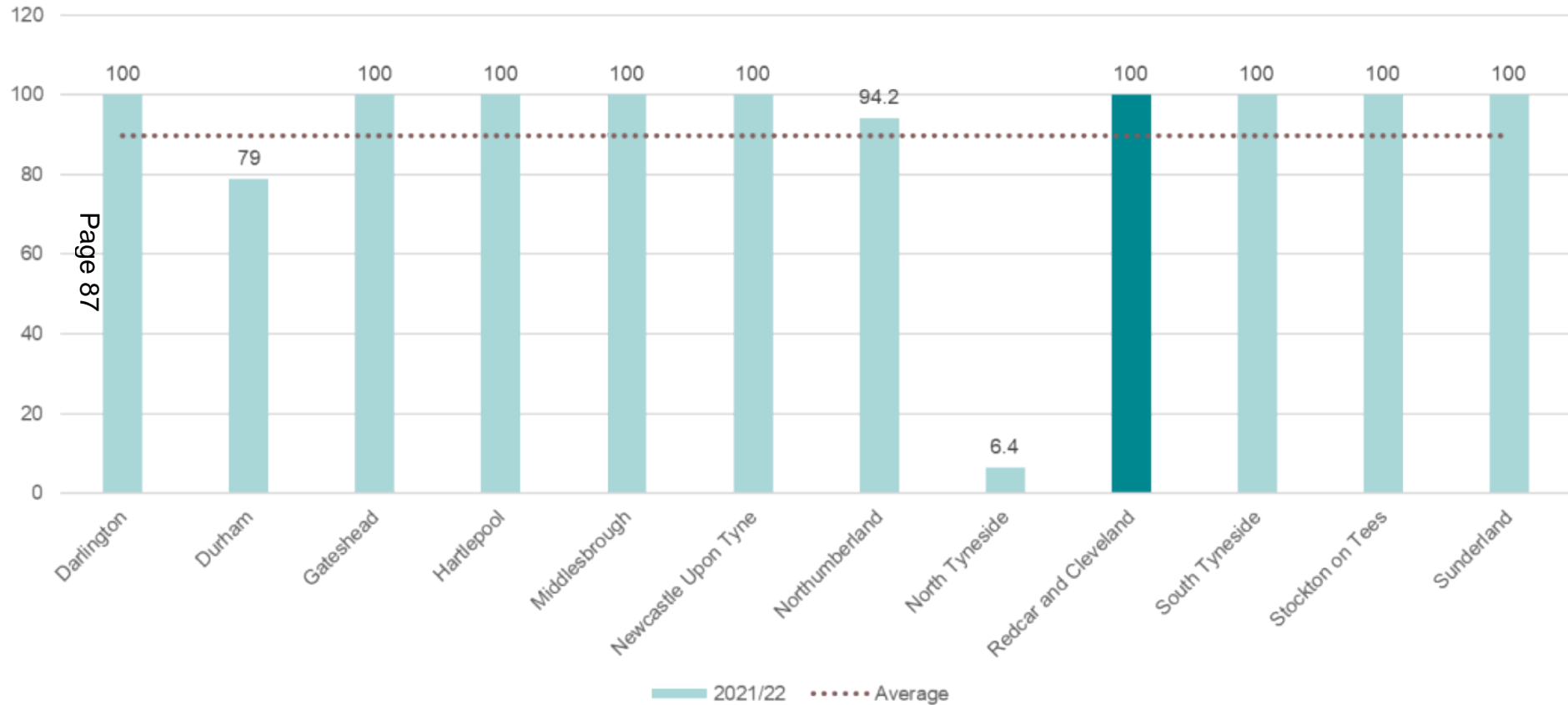
1C Part 1A Proportion of people using social care who receive self-directed support, and those receiving direct payments (Adults 18 – 64)



ASCOF Indicators



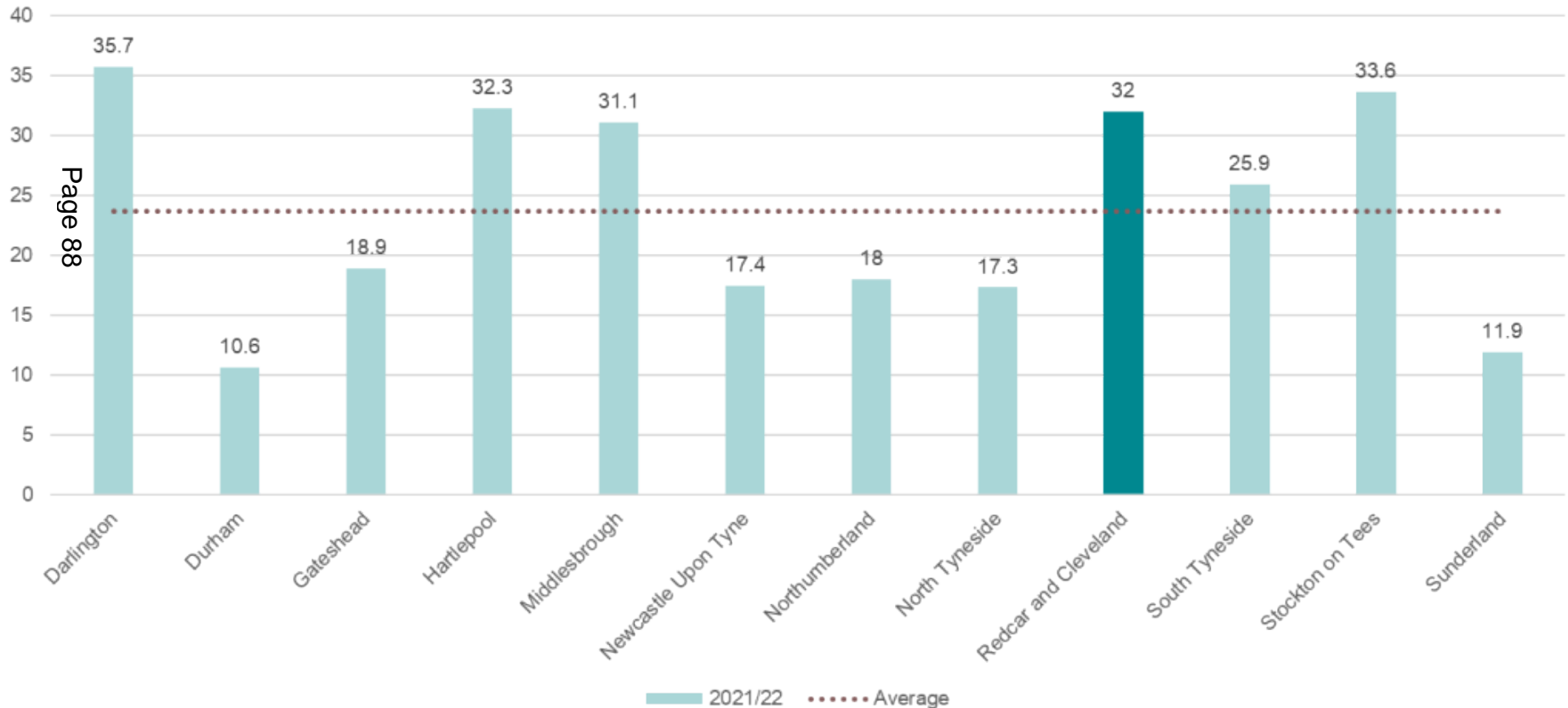
1C Part 1B Proportion of people using social care who receive self-directed support, and those receiving direct payments (carers)



ASCOF Indicators



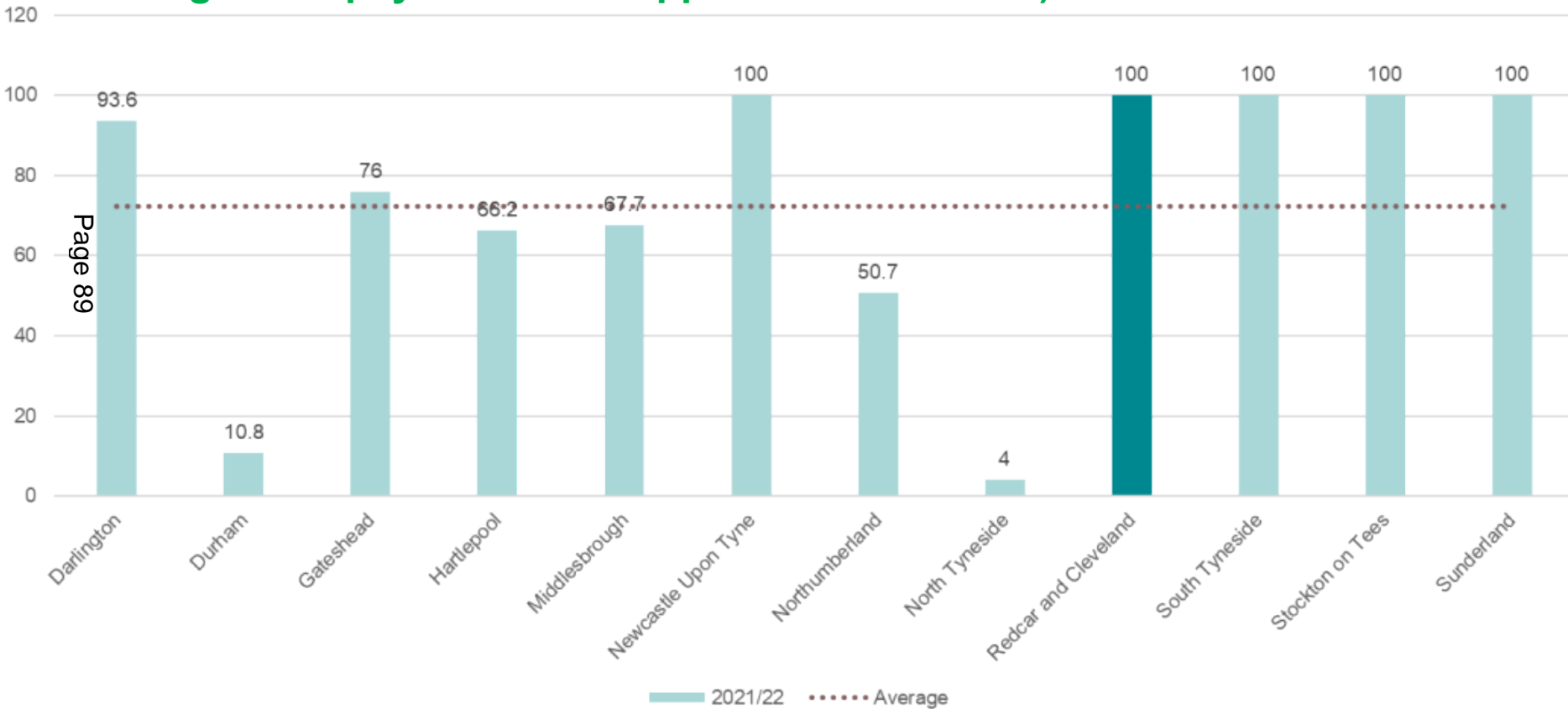
1C Part 2A Proportion of people using social care who receive self-directed support, and those receiving direct payments (adults 65+ receiving direct payments)



ASCOF Indicators



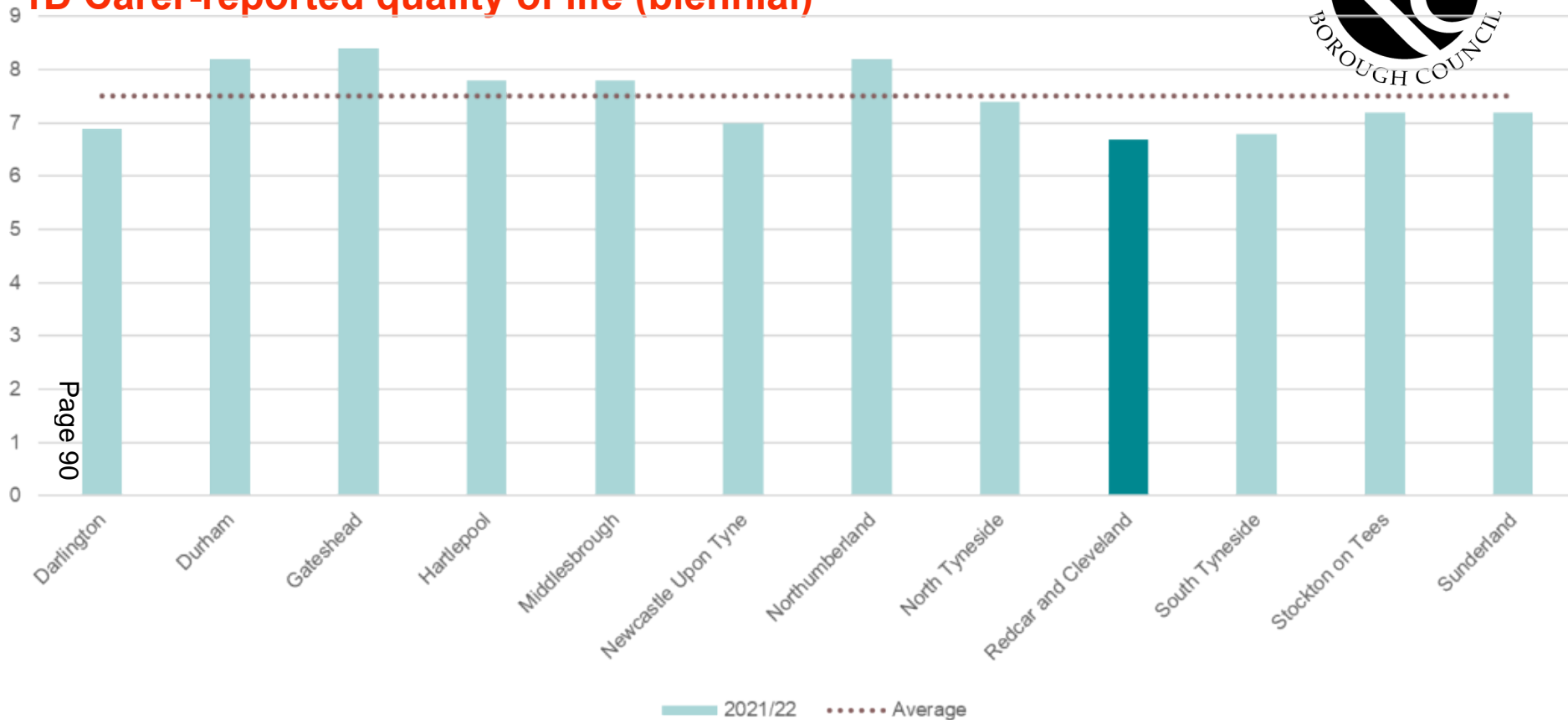
1C Part 2B Proportion of people using social care who receive self-directed support, and those receiving direct payments (carers receiving direct payments for support direct to carer)



ASCOF Indicators



1D Carer-reported quality of life (biennial)

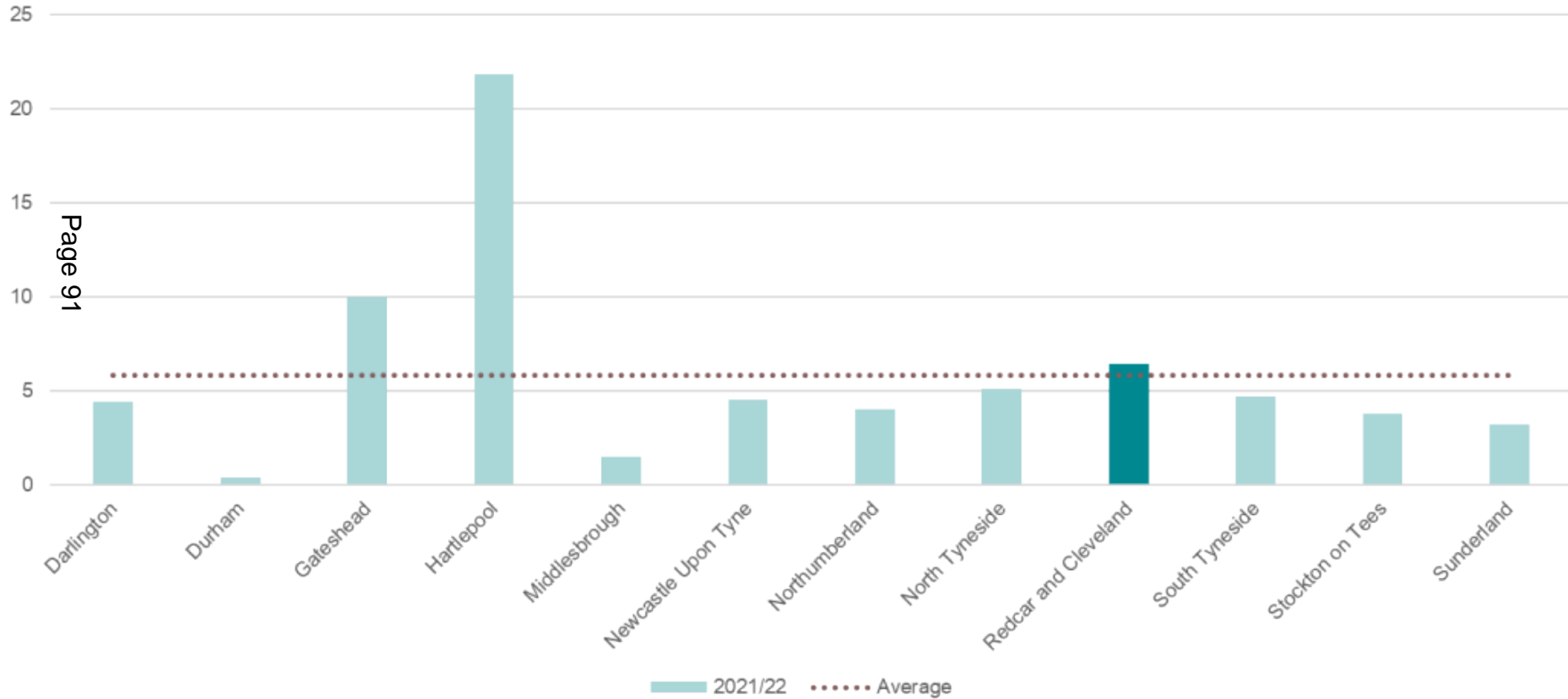


The measure gives an overall indication of the reported outcomes for carers it does not, at present, identify the specific contribution of councils adult social care services towards those outcomes. This is a composite measure which combines individual responses to six domains: occupation, control, personal care, safety, social participation and encouragement and support.

ASCOF Indicators



1E Proportion of adults with primary support reason learning disabilities in paid employment

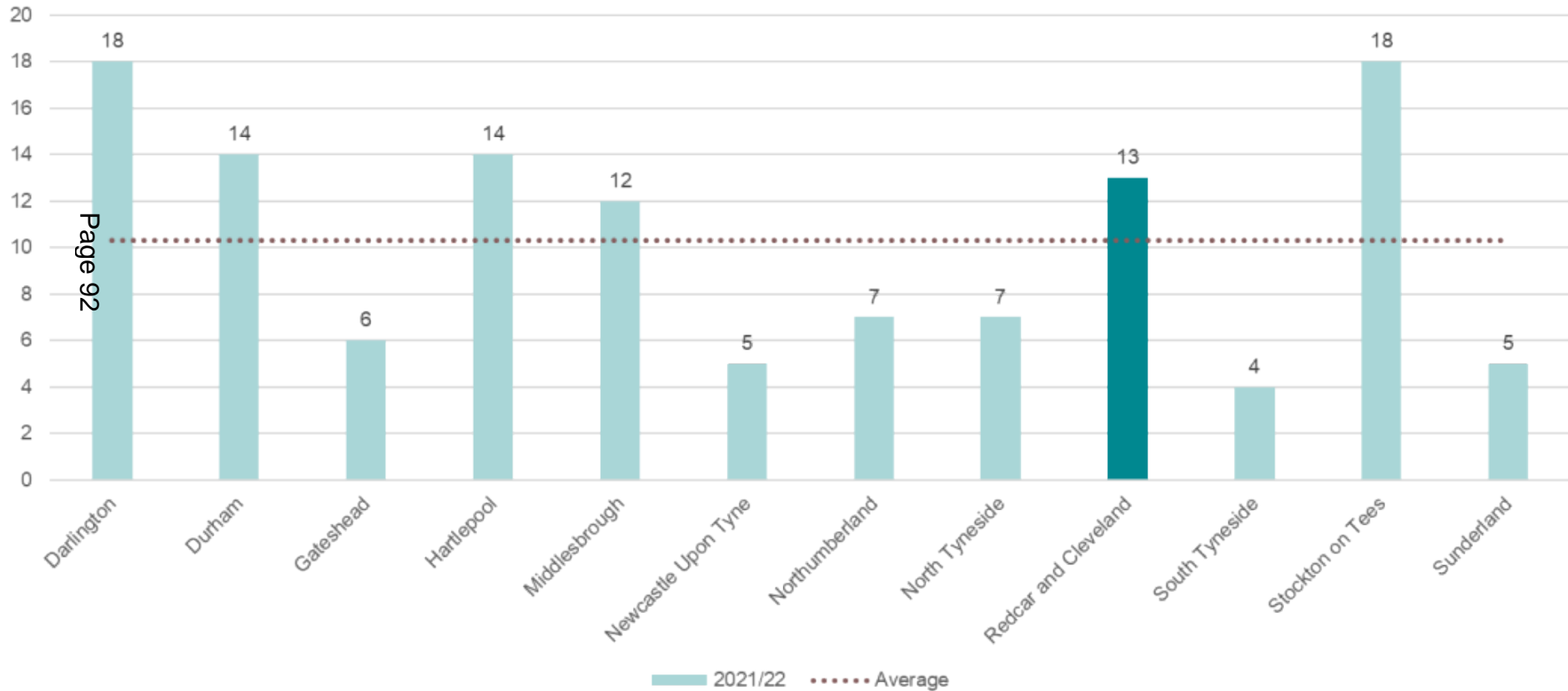


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ASCOF Indicators

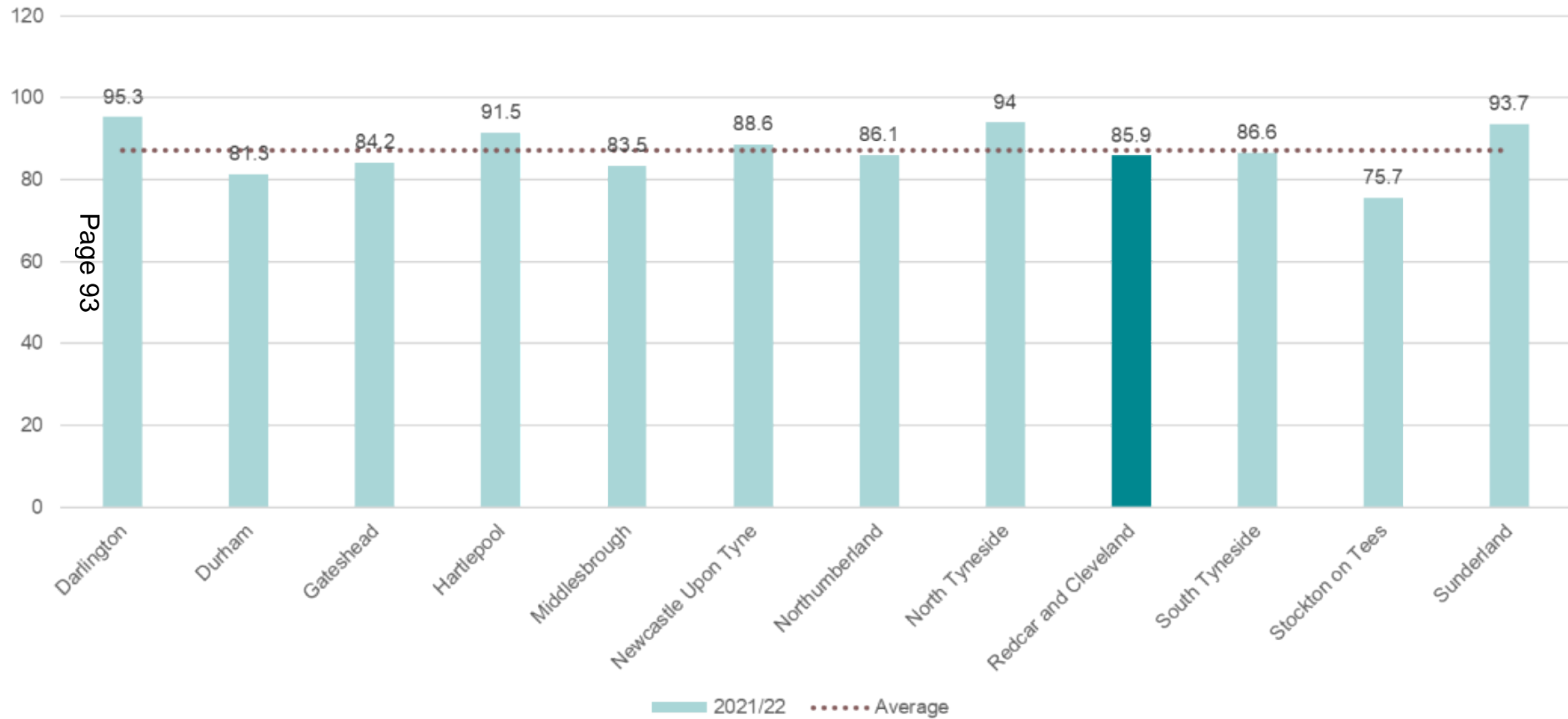


1F Proportion of adults in contact with secondary mental health services in paid employment



ASCOF Indicators

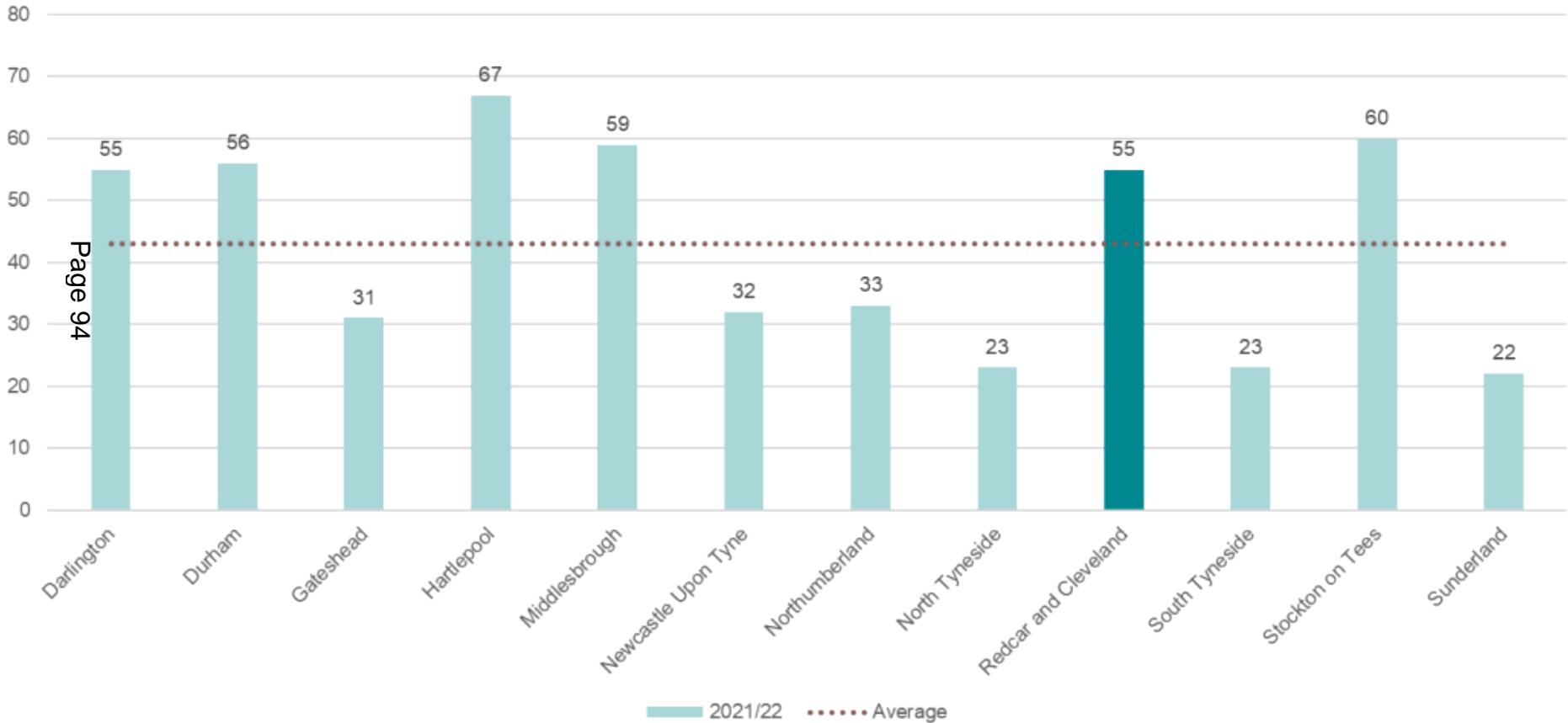
1G Proportion of adults with primary support reason learning disability support who live in their own home or with their family



ASCOF Indicators



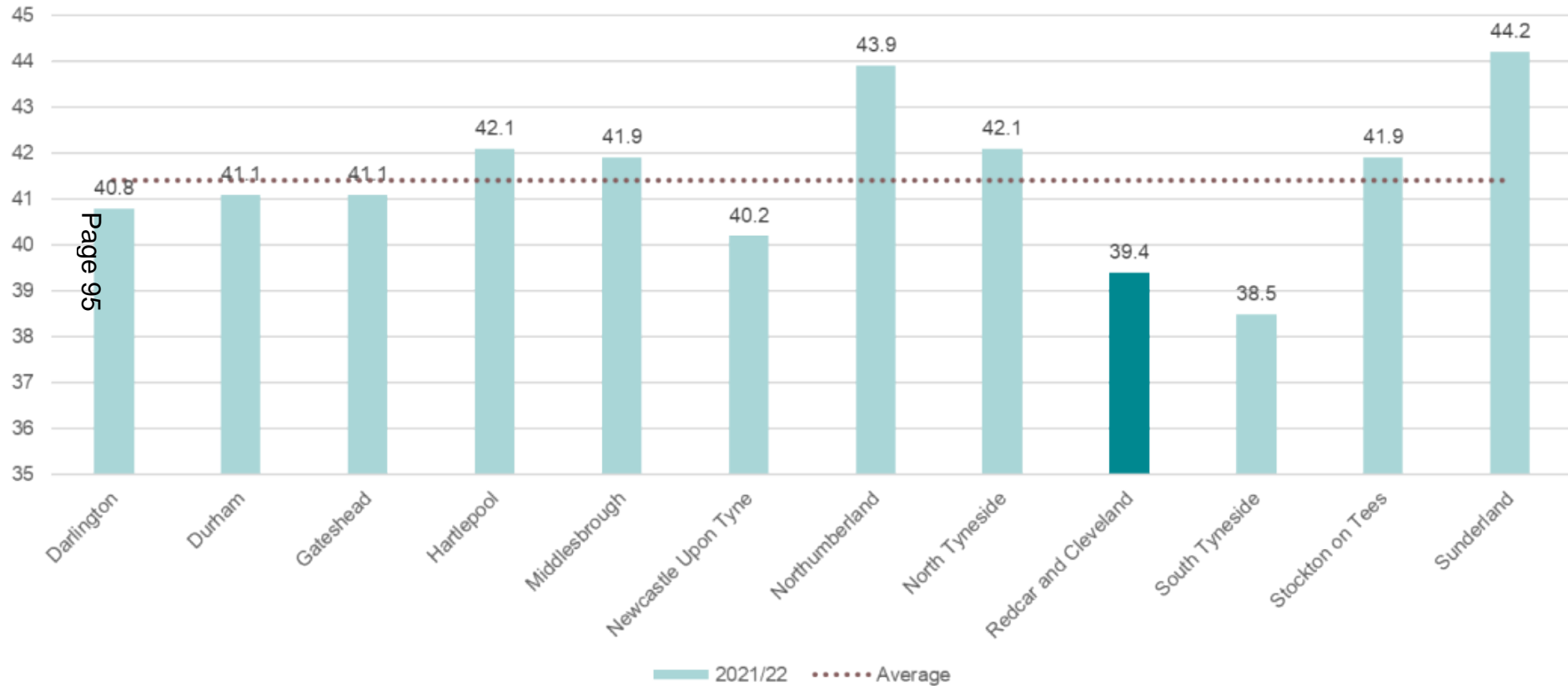
1H Proportion of adults in contact with secondary mental health services who live independently, with or without support



ASCOF Indicators



11 Part 1 Proportion of people who use services who reported that they had as much social contact as they would like (service users)



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ASCOF Indicators



11 Part 1 Proportion of people who use services who reported that they had as much social contact as they would like (service users)

This measure is the percentage of people responding 'I have as much social contact as I want' to the survey is question 'By thinking about social contact you've had with people you like, which statement best describes your present social situation?'

- I have as much social contact as I want with people I like
- I have some social contact with people but not enough
- I have little social contact and I feel socially isolated

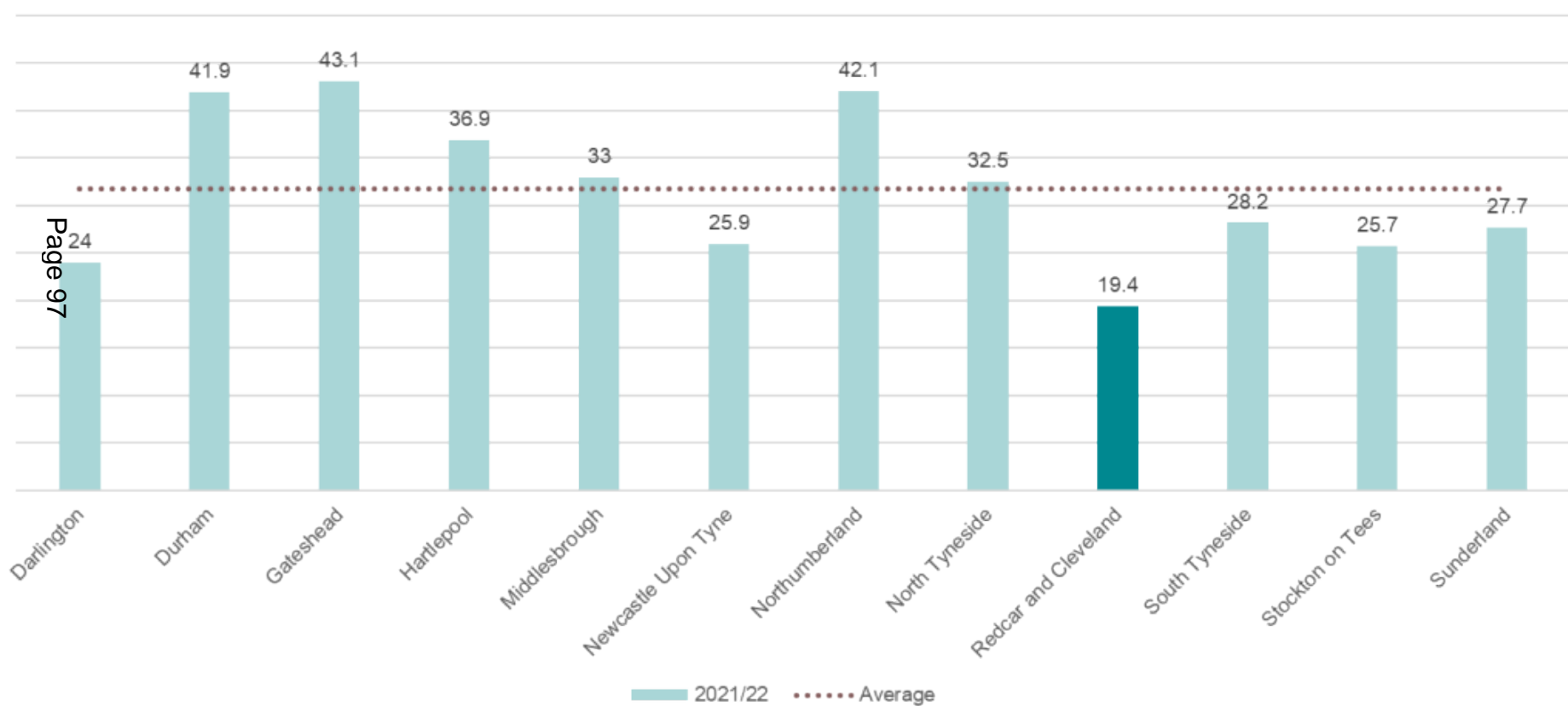
Time Series

	Redcar & Cleveland	England Average
2016/17	52.7	47.3
2017/18	52.6	47.2
2018/19	52.8	46.9
2019/20	49.5	46.6
2021/22	39.4	41.1

ASCOF Indicators



11 Part 2 Proportion of people who use services who reported that they had as much social contact as they would like [Carers]



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ASCOF Indicators



11 Part 2 Proportion of people who use services who reported that they had as much social contact as they would like [Carers]

This measure is the percentage of carers responding 'I have as much social contact as I want' to the Carers Survey is question 11 'By thinking about social contact you've had with people you like, which statement best describes your present social situation?'

- I have as much social contact as I want with people I like
- I have some social contact with people but not enough
- I have little social contact and I feel socially isolated

Time Series

	Redcar & Cleveland	England Average
2016/17	40.6	37.2
2018/19	33.4	32.5
2021/22	19.4	28.6

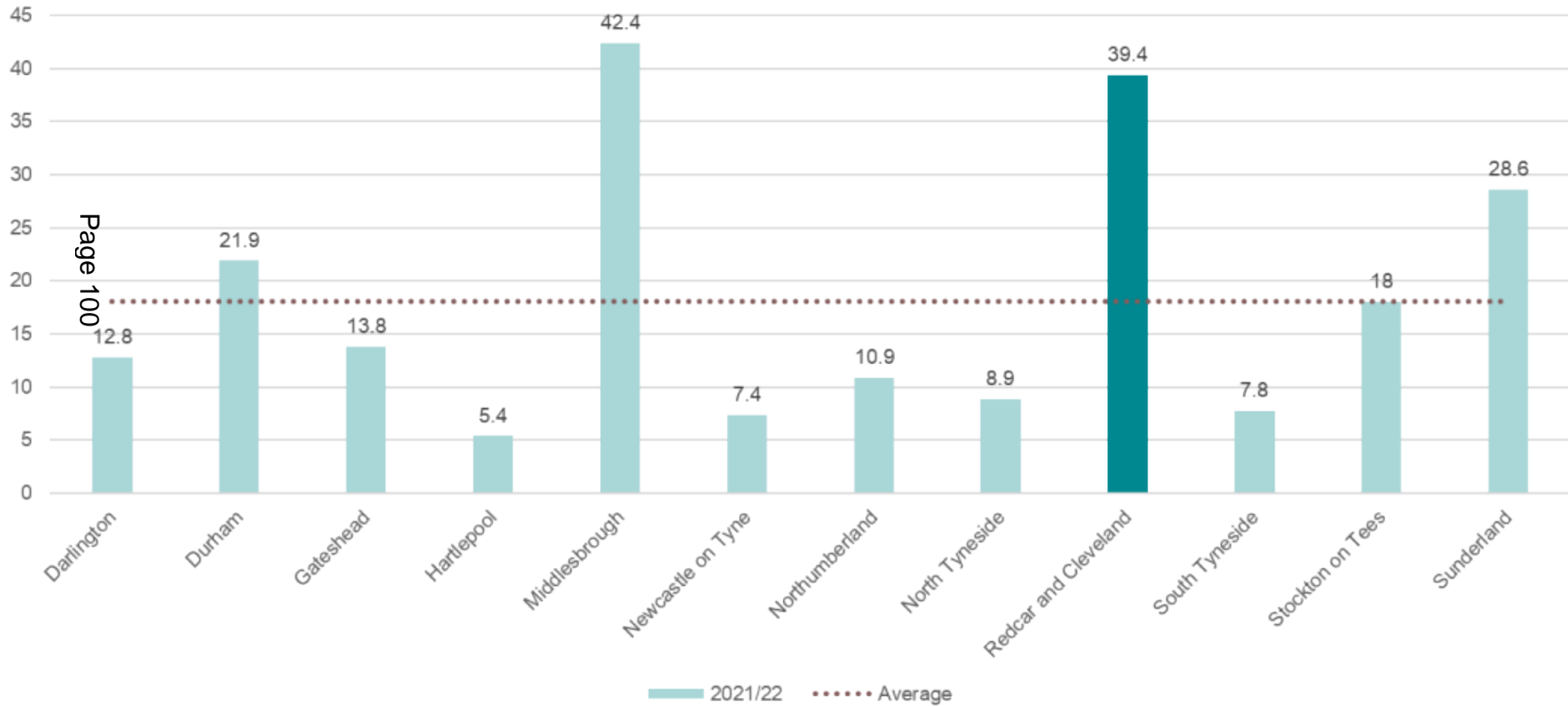


Domain 2: Delaying and reducing the need for care and support

ASCOF Indicators



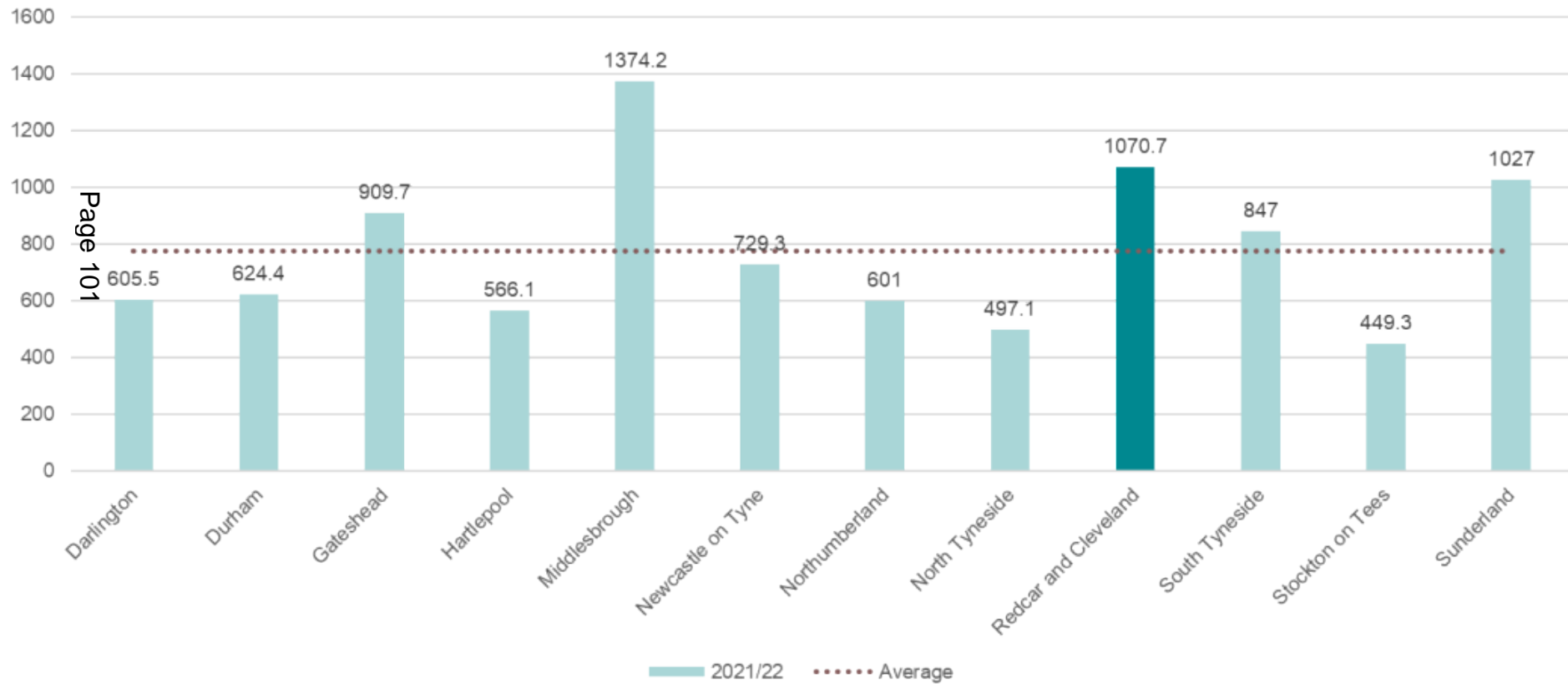
2A Part 1 (younger adults 18 - 64) Long term support needs met by admissions to residential and nursing care homes, per 100,000 population



ASCOF Indicators



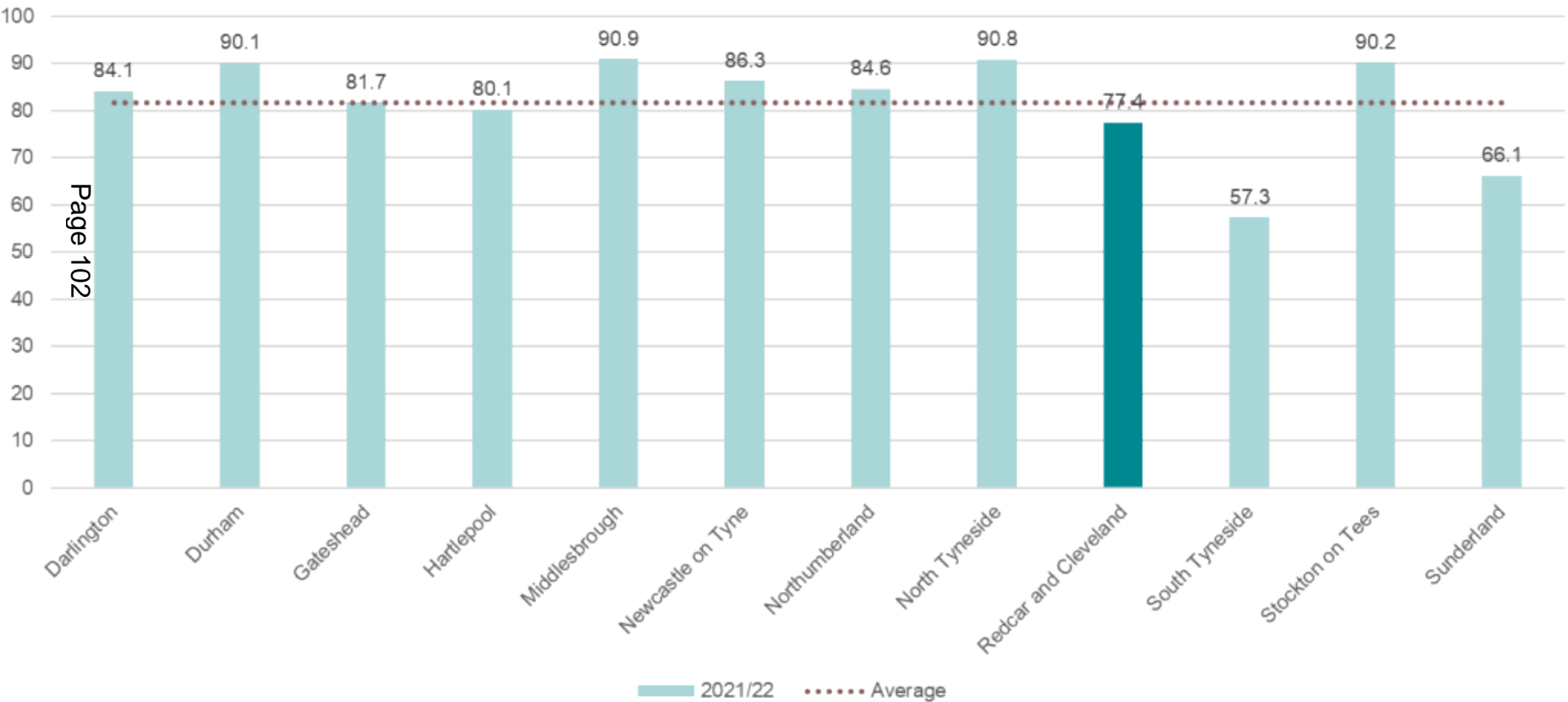
2A Part 2 (older people 65+) Long term support needs met by admissions to residential and nursing care homes, per 100,000 population



ASCOF Indicators



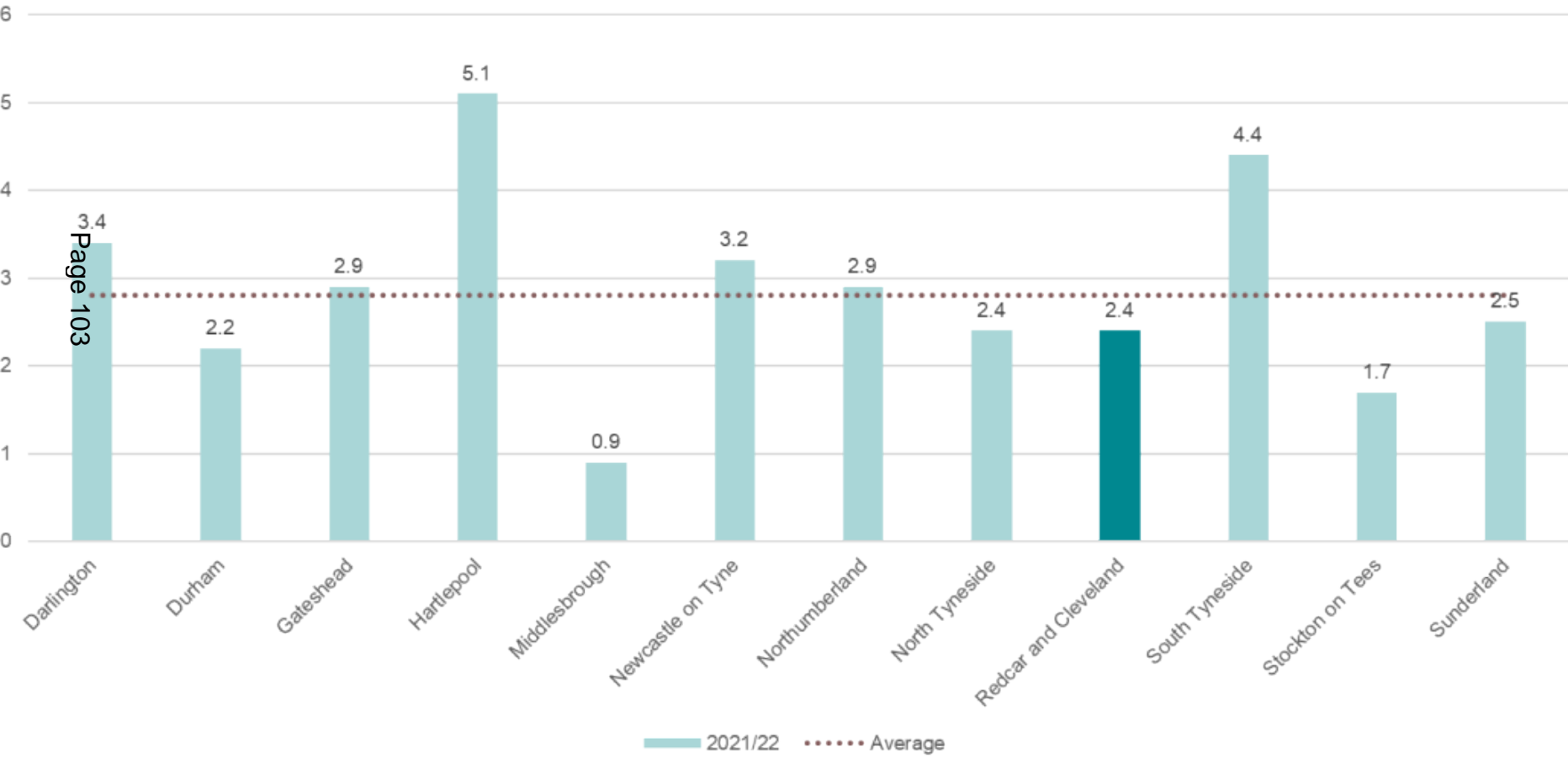
2B Part 1 The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into rehabilitation or reablement services



ASCOF Indicators



2B Part 2 The proportion of older people aged 65 and over offered reablement services following discharge from hospital

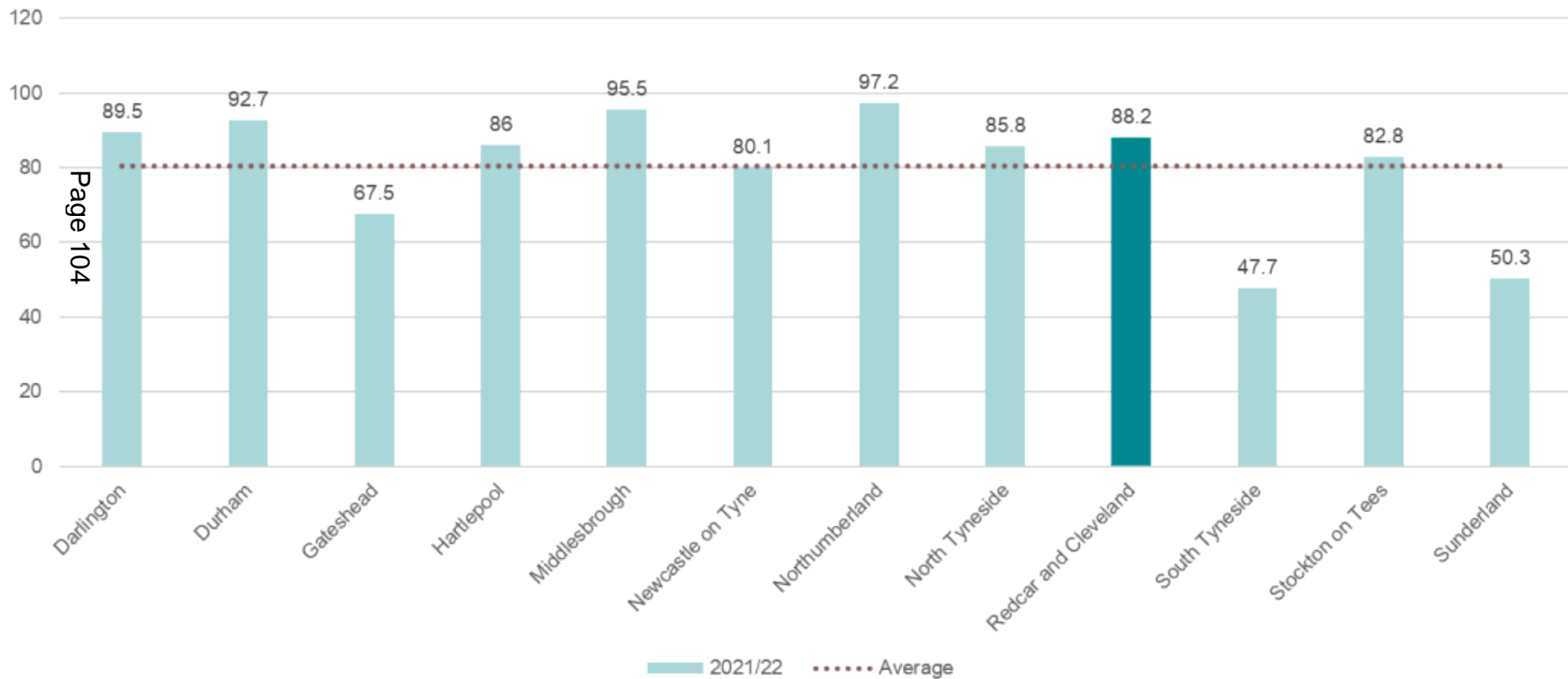


ASCOF Indicators



2D The outcome of short-term services: sequel to service

This measure will reflect the proportion of those new clients who received short-term services during the year, where no further request was made for ongoing support



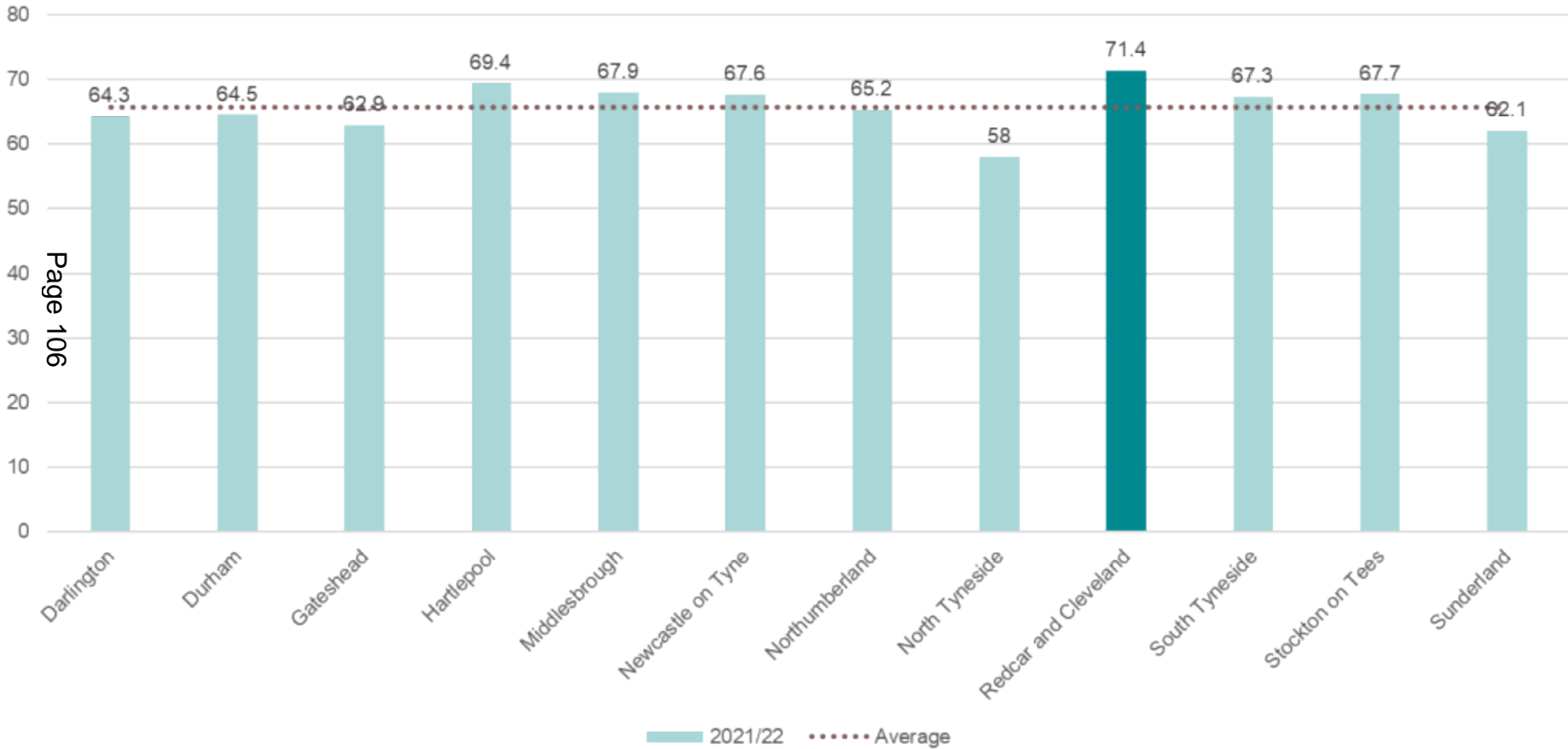


Domain 3: Ensuring that people have a positive experience of care and support

ASCOF Indicators

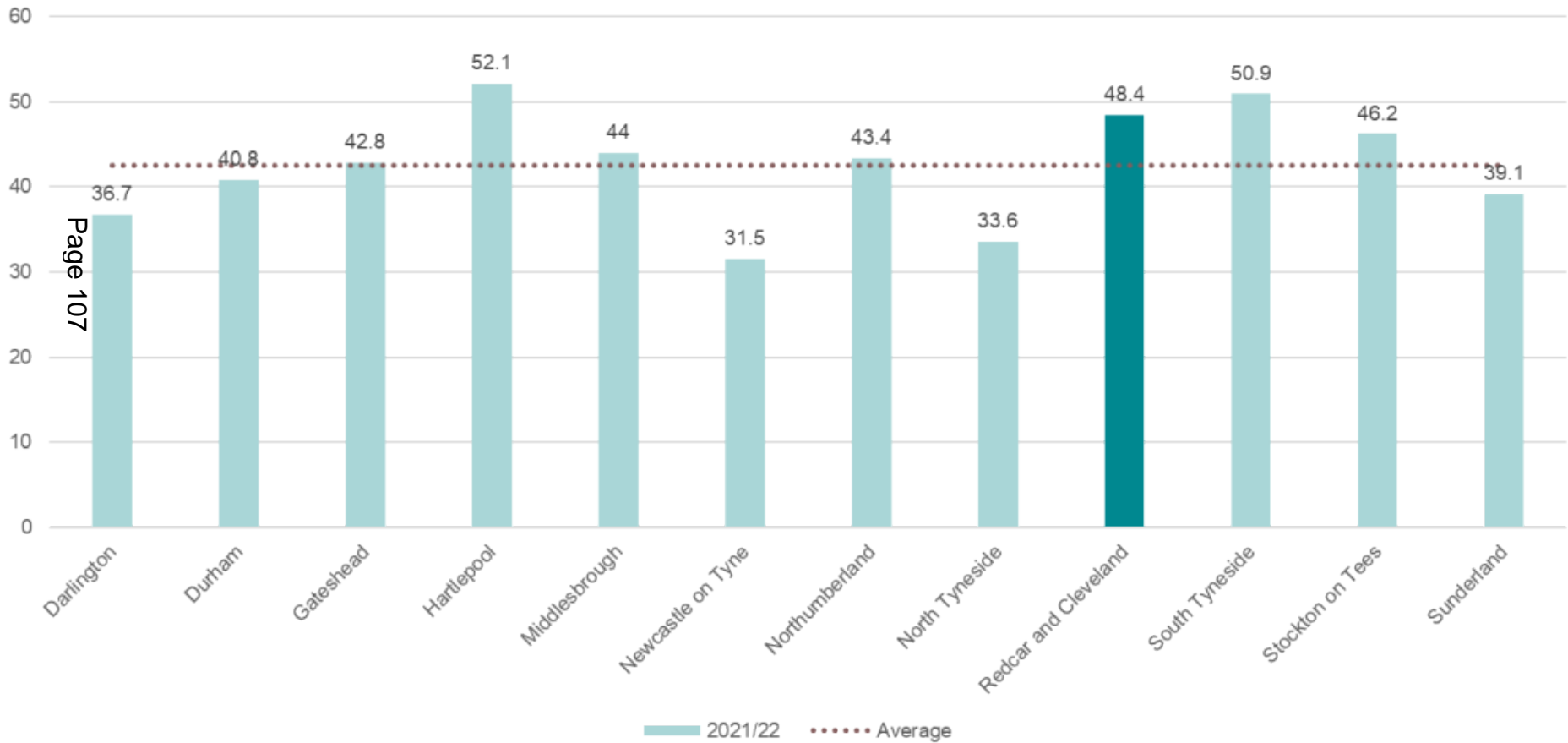


3A Overall satisfaction of people who use services with their care and support



ASCOF Indicators

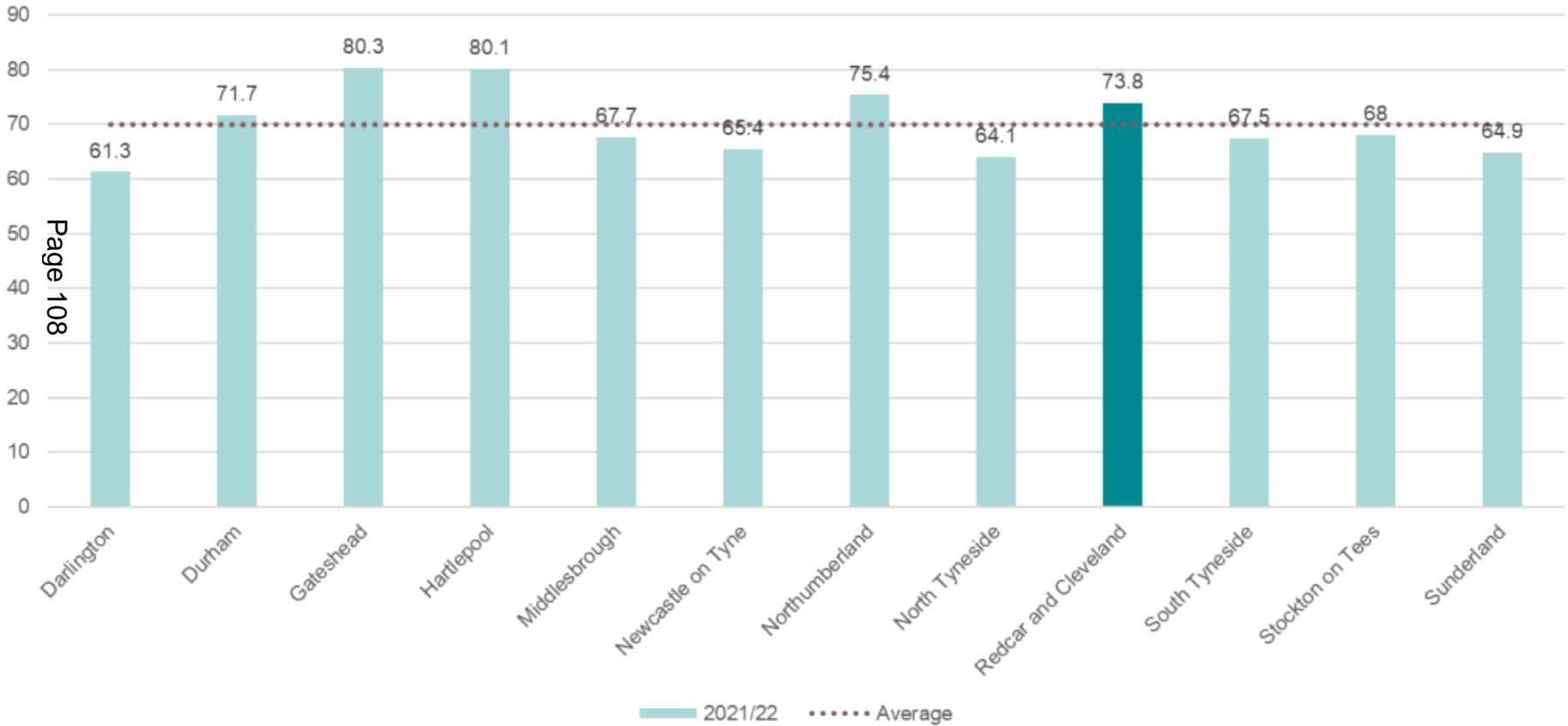
3B Overall satisfaction of carers with social services



ASCOF Indicators



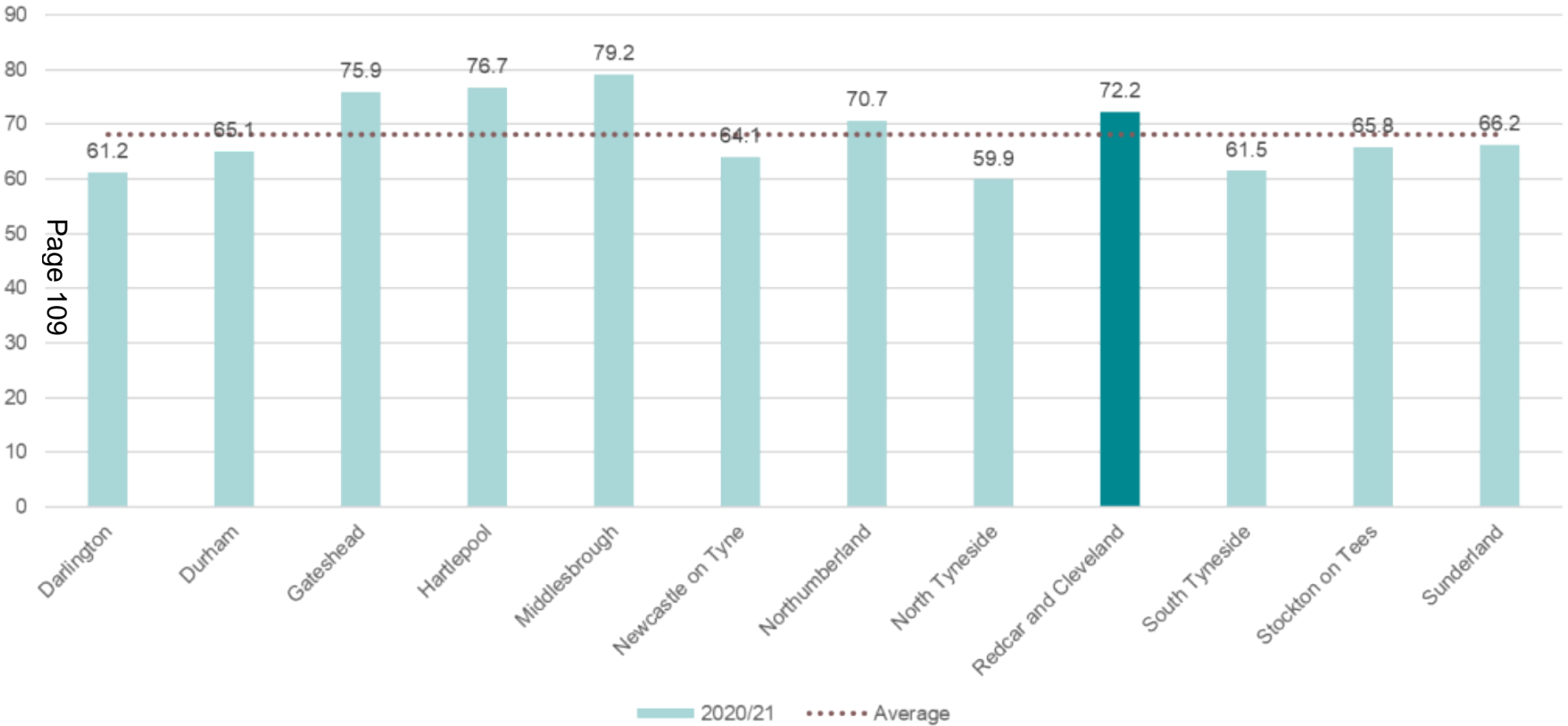
3C The proportion of carers who report that they have been included or consulted in discussion about the person they care for



ASCOF Indicators



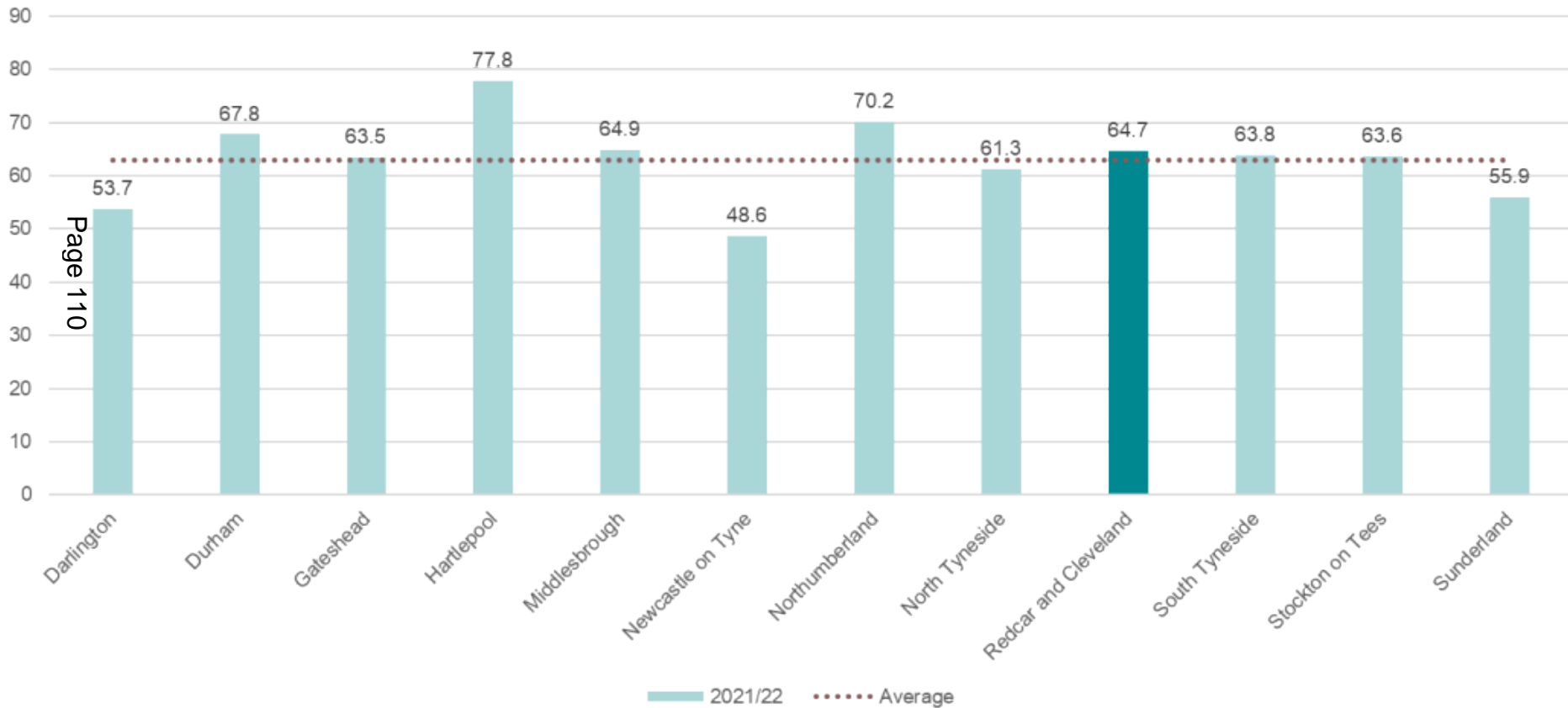
3D Part 1 The proportion of people who use services who find it easy to find information about services



ASCOF Indicators



3D Part 2 The proportion of carers who find it easy to find information about services



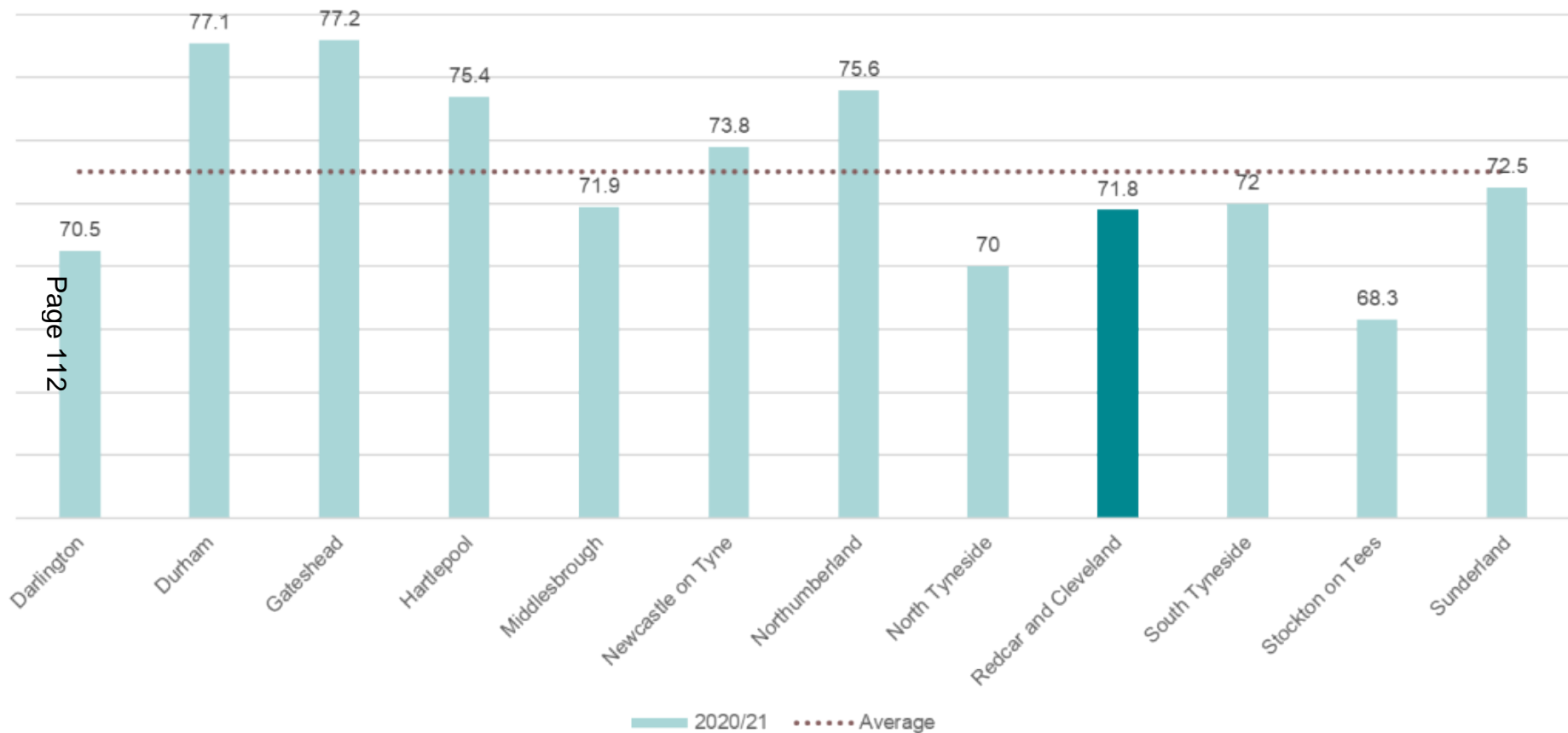


Domain 4: Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm

ASCOF Indicators



4A The proportion of people who use services who feel safe

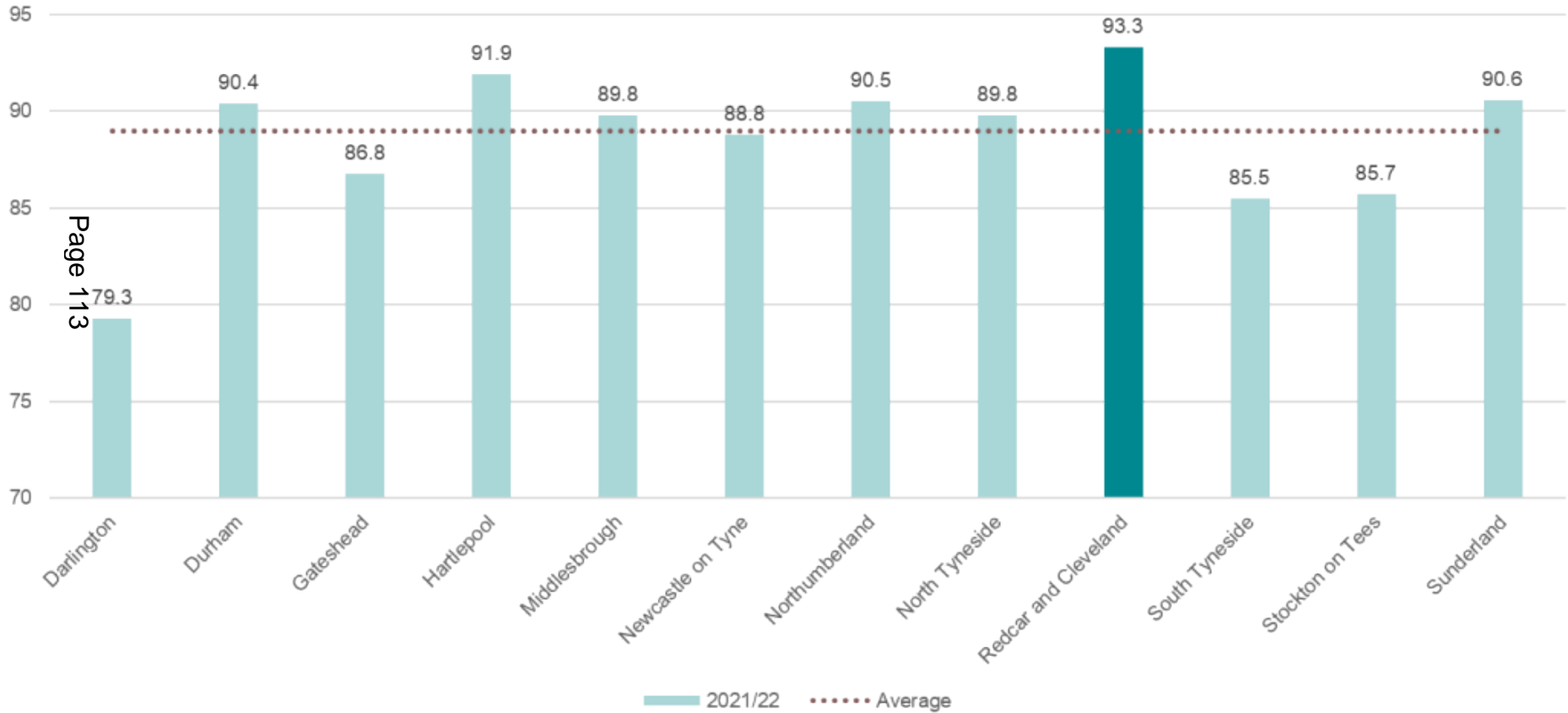


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ASCOF Indicators



4B The proportion of people who use services who say that those services have made them feel safe and secure





Annual Conversation Feedback

Adults, Wellbeing & Health Scrutiny & Improvement Committee
6 March 2023

Annual Conversation

Dr Carol Tozer ex DASS and ADASS Trustee commissioned by NEADASS to undertake an Annual Conversation at each of the 12 NE Council's

Designed to achieve the following key outcomes:

- Support our preparations for the upcoming CQC Inspection Regime
- Identify regional priorities for the North East Sector Led Improvement Programme

We submitted a body of evidence, including a self assessment, plans, reports and statistical data.

Then followed the Conversation, which was followed by feedback from Carol

Unlike an actual CQC Inspection, the Conversation did not include case audits, meetings with staff or service users

CQC Assurance Framework



The CQC framework will be organised around four themes:

1. **Working with people** - assessing needs, supporting people to live healthier lives, prevention, well-being, information and advice
2. **Providing support** - markets (including commissioning), integration and partnership working
3. **Ensuring safety** - safeguarding, safe systems and continuity of care
4. **Leadership** - governance, learning, improvement, innovation

The feedback from the Annual Conversation has been organised in the same way

Annual Conversation Feedback – Working with People



Performance Information

We ranked in the top ten of all Council's in England on a number of performance benchmarks including:

- Proportion of people & carers receiving self directed support – 100% (Joint No.1 nationally out of 151 Council's)
- Proportion of people who use services who say those services made them feel safe 93.3% (4th nationally)
- Overall satisfaction of people using services with their care and support 71.4% (5th nationally)
- Proportion of people who use services who have control over their daily life 82.2% (10th nationally)

Where we rank in the bottom ten:

- Proportion of carers who report they have as much social contact as they would like 19.4% (145th nationally)
- Permanent admissions into care homes for younger adults per 100k adult population 38.3 (148th nationally)
- Permanent admissions into care homes for younger adults per 100k adult population 1,071 (149th nationally)

Annual Conversation Feedback – Working with People



Key Headlines

- Helpful and accessible Adult Social Care Section of the website
- Like most Council's there are waiting lists for social work & occupational therapy assessments, annual reviews and packages of care in the community
- Good practice that the service regularly gathers feedback from users of reablement services
- Comprehensive Quality Assurance Framework a strength in assuring the quality of social work practice

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Key Recommendations

- Review commissioning strategy to ensure enough focus on maximising the VCS
- Greater transparency around ASC waiting lists and case prioritisation process, including sharing information with key partners and service user groups
- Waiting lists should be on the corporate risk register
- Review charging policy for those who have ended their reablement journey (currently no charge)
- Introduce 'Practice Weeks' to complement the Quality Assurance Framework

Annual Conversation Feedback – Providing Support

Key Headlines

- We set relatively low fee rates, especially for domiciliary care (120th nationally)
- We have an acute lack of nursing bed and domiciliary care provision
- Extensive range of supported housing options is very positive
- Provision of in house services is important to meet gaps in provider market, but services are relatively expensive compared to the private sector

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Key Recommendations

- Seek new commissioning approaches for our new domiciliary care contract (October 2024) to alleviate shortages in care capacity
- Develop a Medium Term Strategy for our in house service offer

Annual Conversation Feedback – Ensuring Safety

Key Headlines

- The Tees Safeguarding Board arrangements are unique nationally
- In the care market staff vacancies and the use of agency staff may be impacting on provider quality and the number of safeguarding concerns being raised
- Unlike many other authorities, we have a relatively low number of outstanding DoLS applications

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Key Recommendations

- TSAB should review the safeguarding concern thresholds, to give assurance that principles of proportionality and consistency of thresholds are applied in line with Care Act (2014)
- The service should share its approach to managing DoLS applications with other Council's struggling to manage volumes

Annual Conversation Feedback – Leadership

Key Headlines

- A real positive that senior management resource had been strengthened
- The service was unique among Council's in dealing with two consecutive major incidents – the cyber attack and COVID
- A number of measures have been put in place to help retention of staff
- Recognition of the significant pressures all staff in social care are working under

Key Recommendations

- We should work with the other TV authorities to undertake a survey of domiciliary care staff, ensuring the staff have a real say into how the service is commissioned
- Undertake more frequent surveys of staff and act on the results, to aid retention of staff
- Our new engagement strategy needs to ensure co-production across all user groups

Annual Conversation – Concluding Remarks

- Many achievements that the service can be proud of
- Extremely hard working staff
- Lots of work still to be done, additional funding (or retention of underspends) is needed if the service is to remedy all gaps and deliver all improvements / recommendations
- The development of an Adult Social Care medium term strategy that will feed into the next Council Corporate Plan is critical
- Data quality across the service needs to be significantly improved
- Managing waiting lists is a key priority and will need a multi faceted approach

Adults, Wellbeing & Health Scrutiny and Improvement Committee – Action list

Actions from 12 December 2022		
<p>TEES PORT HEALTH AUTHORITY</p> <p>Information to be provided on the inspection system for the hull of vessels coming into the port.</p>	<p>PR</p>	<p>Information is being circulated and will be issued to Members of the Committee shortly</p>
<p>QUARTER 2 PERFORMANCE REPORT</p> <p>A report to be presented at a future meeting on the Heroin Assisted Treatment Programme.</p>	<p>PR</p>	<p>As it was a scheme initiated in the Middlesbrough area, it is being investigated whether it can be an agenda item at a future South Tees Health Scrutiny Meeting</p>