

**Adults, Well-being and Health
Overview and Scrutiny Committee**

15 April 2020

**Quarter Three, 2020/21
Performance Management Report**

Ordinary Decision



Report of Paul Darby, Corporate Director of Resources (Interim)

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present progress towards achieving the key outcomes of the council's corporate performance framework.

The impact of COVID-19

- 2 During 2020, a highly infectious coronavirus (SARS-CoV-2) causing the respiratory disease COVID-19 spread rapidly across the world and led to the declaration of a global pandemic¹.
- 3 To contain the virus, minimise deaths and prevent our health and social care systems being overwhelmed, significant restrictions to our normal way of life, travel and business have been put in place.
- 4 Increased local restrictions were introduced in County Durham and six neighbouring authorities at the end of September and the whole North East region was placed into the high alert category when the national three tier system was introduced for England in mid-October. At the beginning of November, we entered a second national lockdown (for four weeks) in response to a second wave of infections. When lockdown was lifted, the North East region moved to the very high alert category of the national three tier system. However, as infection rates rapidly increased due to the emergence of a more transmissible strain of the virus, the three tier system was extended to include a stay at home category – most of the country, including the North East region, was moved to this category. More recently, in January 2021, we entered a third national lockdown.

¹ On 11 March 2020 by the [World Health Organisation](https://www.who.int/)

- 5 There was positive news at the beginning of December when the UK medicines regulator approved the first COVID-19 vaccine and the government started rolling out a [national vaccination programme](#). Two more vaccines were subsequently approved in December.
- 6 The pandemic continues to impact on council services and our ways of working. We are continuing in our public health role and are working in partnership with other agencies on the local resilience forum (covering both County Durham and Darlington) to protect our communities and support those affected by the pandemic. We are also developing plans for future recovery.
- 7 The COVID-19 surveillance dashboard can be accessed [here](#).

Performance Reporting

- 8 This performance report is structured around the three externally focused results-based ambitions of [the County Durham Vision 2035](#) alongside a fourth 'excellent council' theme contained within our [Council Plan](#)². It also includes an overview of the impact of COVID-19 on council services, our staff and residents.

Long and Independent Lives

- 9 Latest data (pre-COVID) shows that across the county people are living longer. Improved working conditions, reduced smoking rates and improved healthcare have all contributed to increasing life expectancy from generation to generation – our residents are now living on average three years longer than 20 years ago with the gap between men and women narrowing.
- 10 However, although healthy life expectancy (years lived in good health) for men across the county has increased over the last ten years, albeit at a slower rate than overall life expectancy, the opposite is true for women. The steady decline of healthy life expectancy for women across the county means that although women are living longer than men, they live fewer years in good health. In addition, with the exception of male healthy life expectancy, the gap in life expectancies between County Durham and England is widening.
- 11 We are continuing to support people to live longer healthy lives. Focused activity across mental and physical well-being, physical activity for children, smoking quitters (particularly pregnant women and new mothers) and breastfeeding is continuing to make a difference to the lives of our residents. A lower proportion of mothers are smoking at time of

² approved by full council October 2020

delivery and a greater percentage breastfeeding compared to the same period last year.

- 12 However, COVID-19 continues to impact on all our daily lives. The emergence of a more transmissible strain of virus and the tighter restrictions put in place to slow its transmission are affecting both the physical and mental health of people of all ages.
- 13 The detrimental impact on mental well-being of these financial stresses, as well as increasing isolation and loneliness as people continue to stay at home, is causing great concern and has led to more people (across all age groups) to seek support through primary and secondary mental health services.
- 14 However, a positive picture is starting to emerge from our health services. Across our care homes, 3,720 residents (93%) and 5,027 staff (84%)³ have now been vaccinated against COVID-19 and despite the second winter wave of COVID-19, the local NHS system has reduced the GP referral backlog for inpatient and outpatient care.

Risk Management

- 15 Effective risk management is a vital component of the council's agenda. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects.
- 16 *Failure to protect a vulnerable adult from death or serious harm (where service failure is a factor or issue).* As the statutory body, the multi-agency Safeguarding Adults Board has a Business Plan in place for taking forward actions to safeguard vulnerable adults including a comprehensive training programme for staff and regular supervision takes place. Procedures are reviewed on a regular basis. Following allegations of abuse at Whorlton Hall Hospital, an independent review the Council's safeguarding adults processes has been commissioned. Any learning will inform actions to reframe and develop practice.

³ as at 25 March 2021

Recommendation

- 17 That Adults, Well-being and Health Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter three performance, the impact of COVID-19 on performance, and the actions being taken to address areas of underperformance including the significant economic and well-being challenges because of the pandemic.

Author

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

Latest performance information is being used to inform corporate, service and financial planning.

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Equality measures are monitored as part of the performance monitoring process.

Climate Change

We have declared a climate change emergency and consider the implications of climate change in our reports and decision-making.

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Staffing

Performance against a number of relevant corporate health indicators has been included to monitor staffing issues.

Accommodation

Not applicable.

Risk

Reporting of significant risks and their interaction with performance is integrated into the quarterly performance management report.

Procurement

Not applicable.



Durham County Council Performance Management Report

Quarter Three, 2020/21



LONG AND INDEPENDENT LIVES

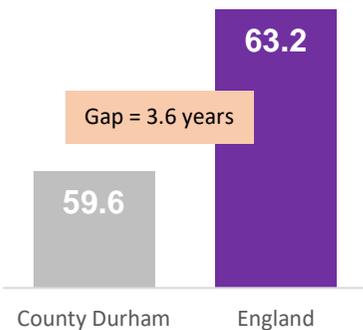
(c) Are our services improving the health of our residents?

Life expectancy at birth (2017-19)

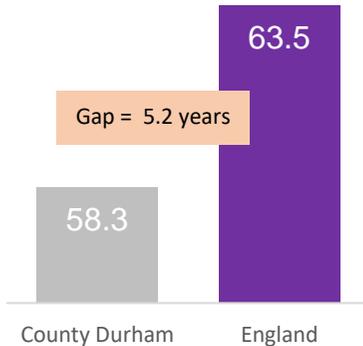
Male Life Expectancy
78.3 years

Female Life Expectancy
81.8 years

Male healthy life expectancy at birth



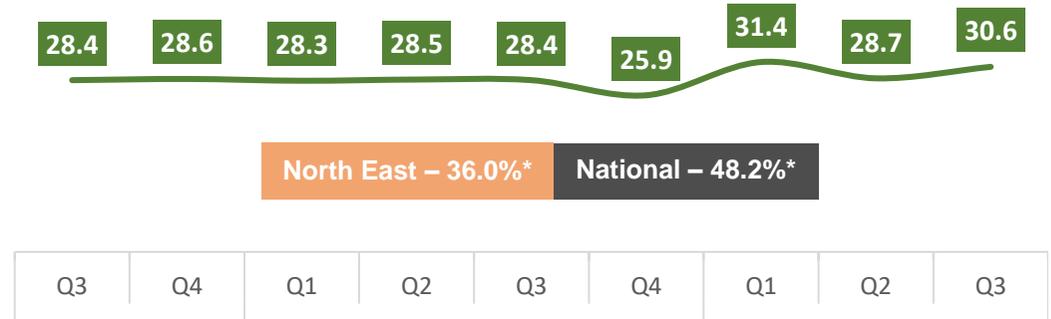
Female healthy life expectancy at birth



Mothers Smoking at Time of Delivery (SATOD)

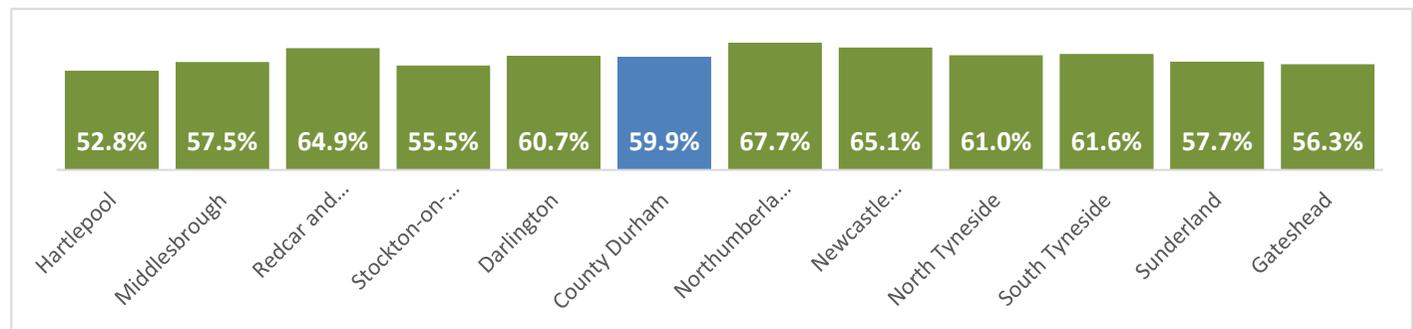


Prevalence of breastfeeding at 6-8 weeks from birth



% Active (150+ mins a week) participation in sport and physical activity (May 2019-2020)

National average – 62.8%



Long and Independent Lives

- 1 The ambition of Long and Independent Lives is linked to the following key questions:
 - (a) Are our services improving the health of our residents?
 - (b) Are people who need adult social care supported to live safe, healthy and independent lives?

Are our services improving the health of our residents?

- 2 During quarter three, we continued to promote breastfeeding and provide advice and support to parents on infant feeding related issues and concerns. We have strengthened the breastfeeding champions role so they are now supporting families, alongside their community breastfeeding peer supporter.
- 3 Changes made to the Specialist Stop Smoking Service to support remote working, including telephone consultations with clients, have helped reduce the number of people lost to follow-up. An automated referral of smokers to the service, launched in November 2020, is supporting clinical staff to identify and treat tobacco dependency on admission, ensuring a seamless pathway to specialist community advisors on discharge.
- 4 Brief intervention training packages on stopping smoking were developed and rolled out to stakeholders, including early years practitioners, school nurses, health trainers, midwives and cancer support workers, during quarter three. We also implemented new ways of working with midwives which includes providing routine feedback to referrers where women do not engage. Monitoring and auditing smoking cessation delivery from maternity support workers is now routine.
- 5 To protect residents and staff we promoted flu vaccination across the county and highlighted the dual risk of catching flu and COVID-19. Almost 4,300 council staff accepted our offer of a free flu jab, and across our care homes, more than 3,000 residents and 2,000 staff were vaccinated by the end of quarter three.
- 6 Research has shown that restrictions put in place to reduce the transmission of COVID-19 have impacted detrimentally on both mental and physical well-being. Throughout quarter three, we supported World Mental Health Day (October) and International Stress Awareness Week (November) to highlight the issue, have been encouraging staff to 'check in' with each other, enhanced and promoted our Employee Assistance Programme and provided awareness training for managers.
- 7 In conjunction with partners, we have developed a 'Framework for good workforce mental health and well-being in County Durham businesses' to help tackle mental

health stigma and discrimination in the workplace, improve mental health awareness and promote the importance of good mental health. Alongside Business Durham, we are supporting local businesses as they move into the recovery phase of COVID-19.

- 8 During quarter three, the Suicide Prevention Alliance action plan was refreshed to reflect new guidance received from Public Health England. This includes a focus on self-harm to reflect the government recommendation. Rates of suspected suicide in County Durham have not escalated during the pandemic.
- 9 Public Health has also been involved in a research project examining the link between suicide and debt, as part of a regional sector led improvement scheme. This demonstrated a clear link and County Durham was highlighted in the final report as an example of best practice due to the work between the Citizens Advice Bureau and mental health services.
- 10 Consultation with partners identified a number of key themes for the Healthy Weight Alliance in 2021 (including communication and marketing, COVID-19, partnerships, food, nutrition and physical activity), Our task and finish groups are now focusing on these key areas for the action plan.
- 11 Latest data from the Active Lives Survey shows a decrease in adult active participation⁴ in sport and physical activity in County Durham. It should be noted that the latest data also covers the first national lockdown period (23 March to mid-May).
- 12 The Active 30 Durham Campaign aims to help schools and parents in County Durham to support young people to participate in 30 minutes of moderate to vigorous intensity activity every day at school and at home. Our [Active 30 hub](#) was launched in October 2020 and now contains a range of resources to encourage physical activity at home during the pandemic.
- 13 Throughout the pandemic, we have supported informal carers with training and support events, including a virtual 'Making Sense of Caring' course held by Durham County Carers Support.

Are people who need adult social care supported to live safe, healthy and independent lives?

- 14 County Durham continues to perform well in relation to overall satisfaction of those receiving care and support⁵, with increasing satisfaction levels currently more than five percentage points above national data. The survey also shows

⁴ Sport England define active participation is 150+ minutes a week moderate sport and physical activity.

⁵ Adult Social Care Survey

continued high performance relating to having enough choice over the services received.

- 15 Permanent admissions to residential and nursing care continue to be lower than in previous years. Admission rates for the period April to December 2020 are just over half the number for the same period last year.
- 16 At the end of December, our Operational Pressures Escalation Levels (OPEL) tracker showed that most of our older people care homes had no significant issues with either COVID-19 infection, PPE or staffing. We are, however, facing the significant challenge of a further wave of COVID-19 infections nationally at the start of 2021.
- 17 Given the ongoing pressures on systems, NHS England and NHS Improvement have agreed that formal Better Care Fund plans will not have to be submitted to NHS England and NHS Improvement for approval in 2020/21. Therefore, current performance indicators will continue to be monitored without set targets

LONG AND INDEPENDENT LIVES

(d) Are people who need adult social care supported to live safe, healthy, and independent lives?

Adult Social Care

compared to last year



309.3

adults aged 65+ per 100k population admitted to residential or nursing care (Apr-Dec 2020)

↓
(566.8)



83.5%

of patients discharged into reablement/ rehabilitation services still at home after 91 days (Jan-Sep 2020)

↓
(86.5%)



92.7%

of service users receiving an assessment or review within the last 12 months (Jan-Dec 2020)

↓
(94.9)



94.5%

of individuals achieved their desired outcomes from the adult safeguarding process (Apr-Dec 2020)

↓
(94.9%)

Overall Satisfaction of people who use services with their care and support (Adult Social Care Survey)

69.6% ↑
County Durham

64.2%
National

67.5%
North East

66.2%
nearest statistical neighbour



County Durham performance is better than all comparators

Key Performance Indicators – Data Tables

There are two types of performance indicators throughout this document:

- (a) Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
- (b) Key tracker indicators – performance is tracked but no targets are set as they are long-term and/or can only be partially influenced by the council and its partners.

A guide is available which provides full details of indicator definitions and data sources for the 2020/21 corporate indicator set. This is available to view either internally from the intranet or can be requested from the Strategy Team at performance@durham.gov.uk

KEY TO SYMBOLS

	Direction of travel	Benchmarking	Performance against target
GREEN	Same or better than comparable period	Same or better than comparable group	Meeting or exceeding target
AMBER	Worse than comparable period (within 2% tolerance)	Worse than comparable group (within 2% tolerance)	Performance within 2% of target
RED	Worse than comparable period (greater than 2%)	Worse than comparable group (greater than 2%)	Performance >2% behind target

National Benchmarking

We compare our performance to all English authorities. The number of authorities varies according to the performance indicator and functions of councils, for example educational attainment is compared to county and unitary councils however waste disposal is compared to district and unitary councils.

North East Benchmarking

The North East figure is the average performance from the authorities within the North East region, i.e. County Durham, Darlington, Gateshead, Hartlepool, Middlesbrough, Newcastle upon Tyne, North Tyneside, Northumberland, Redcar and Cleveland, Stockton-On-Tees, South Tyneside, Sunderland.

More detail is available from the Strategy Team at performance@durham.gov.uk

LONG AND INDEPENDENT LIVES

Are our services improving the health of our residents?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
34	% of mothers smoking at time of delivery	14.3	Jul-Sep 2020	14.7	15.8	9.9	12.7	13.4		Yes
				GREEN	GREEN	RED	RED	RED		
35	Four week smoking quitters per 100,000 smoking population [number of quitters]	600 [376]	Apr-Jun 2020	Tracker	771 [504]	320	433	586		Yes
				N/a	RED	GREEN	GREEN	GREEN		
36	Male life expectancy at birth (years)	78.3	2017-19	Tracker	78.2	79.8	78.0	78.3		Yes
				N/a	GREEN	AMBER	GREEN	GREEN		
37	Female life expectancy at birth (years)	81.8	2017-19	Tracker	81.5	83.4	81.8	82.0		Yes
				N/a	GREEN	RED	GREEN	AMBER		
38	Female healthy life expectancy at birth (years)	58.3	2017-19	Tracker	58.4	63.5	59.0	61.0		Yes
				N/a	AMBER	RED	AMBER	RED		
39	Male healthy life expectancy at birth (years)	59.6	2017-19	Tracker	59.3	63.2	59.4	60.5		Yes
				N/a	GREEN	RED	GREEN	AMBER		
40	Excess weight in adults (Proportion of adults classified as overweight or obese)	63.3	2018/19	Tracker	66.7	62.3	64.9	67.3		No
				N/a	GREEN	AMBER	GREEN	AMBER		
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	13.4	2017-19	Tracker	12.8	10.1	11.6	12.3		No
				N/a	RED	RED	RED	RED		
42	Prevalence of breastfeeding at 6-8 weeks from birth (%)	30.6	Oct-Dec 2020	31.8	28.4	48.2	36.0	34	Q3 2019/20	Yes
				AMBER	GREEN	RED	RED	RED		
43	Estimated smoking prevalence of persons aged 18 and over	17.0	2019	Tracker	15.0	13.9	15.3	15.2		No
				N/a	RED	RED	RED	RED		

LONG AND INDEPENDENT LIVES

Are our services improving the health of our residents?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
44	Self-reported well-being - people with a low happiness score	9.5	2018/19	Tracker	8.9	7.8	9.7	9.5		No
				N/a	RED	RED	GREEN	GREEN		
45	Participation in Sport and Physical Activity: active	58.1	May 2019/ May 2020	Tracker	61.4	62.8	60.1			Yes
				N/a	RED	RED	RED			
46	Participation in Sport and Physical Activity: inactive	30.6	May 2019/ May2020	Tracker	28.2	25.5	28.9			Yes
				N/a	RED	RED	RED			

LONG AND INDEPENDENT LIVES

Are people who need adult social care supported to live safe, healthy and independent lives?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
47	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	309.3	Apr-Dec 2020	N/a	566.8					Yes
				N/a	GREEN					
48	% of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	83.5	Jan-Sept 2020	N/a	86.5	82.0	83.5	80.3*	2019/20	Yes
				N/a	RED	Not comparable	Not comparable	Not comparable		
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	94.5	Apr-Dec 2020	Tracker	94.9	92.2	85.4	92.1*	2019/20	Yes
				N/a	AMBER	Not comparable	Not comparable	Not comparable		

LONG AND INDEPENDENT LIVES

Are people who need adult social care supported to live safe, healthy and independent lives?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
50	% of service users receiving an assessment or review within the last 12 months	92.7	Jan-Dec 2020	Tracker	86.8					Yes
				N/a	GREEN					
51	Overall satisfaction of people who use services with their care and support	69.6	2019/20	Tracker	67.8	64.2	67.5	66.2*		Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
52	Overall satisfaction of carers with the support and services they receive (Biennial survey)	51.2	2018/19	Tracker	43.3**	38.6	47.2	41.8*		No
				N/a	GREEN	GREEN	GREEN	GREEN		
53	Daily delayed transfers of care beds, all, per 100,000 population age 18+	2.9	Feb 2020	Tracker	1.5	11.0	7.0	11.0*		No
				N/a	RED	GREEN	GREEN	GREEN		
54	% of adult social care service users who report they have enough choice over the care and support services they receive	77.6	2019/20	Tracker	75.1	66.6	73.0	69.2*		Yes
				N/a	GREEN	GREEN	GREEN	GREEN		

*unitary authorities

** results from 2016/17 survey

Other additional relevant indicators

LONG AND INDEPENDENT LIVES										
Are children, young people and families in receipt of universal services appropriately supported?										
Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
24	% of free school meals (FSM) eligible pupils taking FSM	75.8	Jan 2020	Tracker	79.4	78.7	78.7			No
				N/a	RED	RED	RED			
25	Under-18 conception rate per 1,000 girls aged 15 to 17	26.4	2018	Tracker	23.7	16.7	24.9	25.0		No
				N/a	RED	RED	RED	RED		
26	% of five year old children free from dental decay	73.2	2019	Tracker	74.2	76.6	76.7	71.7		No
				N/a	AMBER	RED	RED	GREEN		
27	Alcohol specific hospital admissions for under 18s (rate per 100,000) ^{^^}	54.7	2016/17-2018/19	Tracker	53.1	31.6	60.0	46.8		No
				N/a	RED	RED	GREEN	RED		
28	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000) ^{^^}	354.3	2018/19	Tracker	350.1	444.0	536.5	589.9		No
				N/a	AMBER	GREEN	GREEN	GREEN		
29	% of children aged 4 to 5 years classified as overweight or obese ^{**}	24.9	2019/20	Tracker	24.0	23.0	24.8	25.0		Yes
				N/a	RED	RED	AMBER	GREEN		
30	% of children aged 10 to 11 years classified as overweight or obese ^{**}	37.6	2019/20	Tracker	37.7	35.2	37.5	37.2		Yes
				N/a	GREEN	RED	AMBER	AMBER		

^{**} not reporting for 2019/20

CONNECTED COMMUNITIES – SAFER

How well do we reduce misuse of drugs and alcohol?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
85	% of successful completions of those in alcohol treatment	33.9	Jul 2019-Jun 2020*	Tracker	28.7	35.9	31.2			Yes
				N/a	RED	AMBER	AMBER			
86	% of successful completions of those in drug treatment - opiates	5.1	Jul 2019-Jun 2020*	Tracker	5.6	5.0	3.9			Yes
				N/a	GREEN	AMBER	AMBER			
87	% of successful completions of those in drug treatment - non-opiates	33.9	Jul 2019-Jun 2020*	Tracker	27.8	32.6	27.3			Yes
				N/a	RED	AMBER	RED			

*with rep to Dec 2020