

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

28 July 2021

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

Ordinary Decision



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 2020/21 has been dominated by the COVID-19 pandemic. Across the world more than 115 million people have been infected and more than 2.5 million have died.
- 3 Following confirmation of its first cases in January 2020, the UK government subsequently put in place [restrictions](#) to contain the virus, minimise deaths and prevent health and social care systems being overwhelmed. Those restrictions, in varying forms, have impacted our everyday lives, our health and the economy ever since.
- 4 At the beginning of quarter four, in response to a huge increase in COVID-19 cases and the discovery of a faster spreading variant, restrictions were tightened with a third national lockdown. At the same time, the national vaccination programme¹ continued to be rolled out.
- 5 The subsequent fall in infection rates allowed the government to implement plans for a [gradual and phased route out of lockdown](#). The first step, centred around children and students returning to face-to-face teaching, was enacted in March 2021.
- 6 In line with these developments, alongside our continuing public health role and work with other agencies on the Local Resilience Forum

¹ started on 8 December 2020

(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. Better 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. More smoking quitters and a greater percentage breastfeeding compared to the same period last year.
- 12 The detrimental impact on mental well-being of these financial stresses, as well as increasing isolation and loneliness, is causing great concern and has led more people (across all age groups) to seek support through primary and secondary mental health services. Although this is impacting people across all age groups, recent data suggests that it is under-18s who are suffering most.

² approved by full council October 2020

- 13 However, a positive picture has emerged from our health services, with 89% of residents and 74% of staff across our care homes, having received their second COVID-19 vaccine.

Risk Management

- 14 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. The latest report can be found [here](#).

Recommendation

- 15 That Cabinet considers the overall position and direction of travel in relation to quarter four 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 Four, 2020/21



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 From January 2021, County Hall was used as a COVID vaccination site. This enabled our frontline health and social care workers to be vaccinated rapidly alongside those working for partner organisations. The wider vaccination programme has also made significant progress, with over 68% of all those eligible aged 16+ in County Durham having received at least one dose of a COVID-19 vaccine. According to [Durham Insight](#), over 98% of those aged 55+ had received a first dose, while almost 89% of care home residents had received a second dose vaccine.
- 3 Public Health has also supported the roll-out of the coronavirus asymptomatic testing programme across County Durham, using lateral flow devices (LFDs). This began with regular testing for our frontline staff, with results provided within an hour. During quarter four, the programme was widened to include business employees, school children, staff and parents and it has recently been expanded further to the whole community.
- 4 The Specialist Stop Smoking Service has seen improvements in engagement rates and quit outcomes, as well as significant improvements in the rates of clients lost to follow-up. Despite working at a reduced capacity, the specialist service has supported almost 700 more smokers to quit during 2020/21, compared to the previous year.
- 5 Plans are also underway for Smokefree County Durham staff to become embedded within hospital settings in the coming months and this is expected to result in an increase in the number of smokers referred from secondary care.
- 6 The service continues to support many smokers with complex physical and mental health conditions, many of which have been negatively impacted by the pandemic. An updated service improvement plan and an 'easing of lockdown' plan have been finalised in quarter four. These focus on workstreams to ensure that the high-quality service delivery is both maintained and further developed, as the service returns to face-to-face delivery.

- 7 Public Health and the Stop Smoking Service worked to promote the benefits of stopping smoking on national No Smoking Day (10 March). This outlined new research confirming that ex-smokers feel happier and more positive than when they were still smoking, alongside the additional risks that COVID-19 places on those who smoke.
- 8 Provisional data provided by County Durham and Darlington NHS Foundation Trust (CDDFT) show that 14.1% of women were smoking at the time of delivery (SATOD) in quarter four. This is below the target (14.7%) and is considerably lower than achieved in quarter three (16.9%)³.
- 9 Despite reductions over time, SATOD remains high in County Durham. Following emerging evidence that smoking increases the risks of developing life-threatening complications from COVID-19, alongside the already known risks of smoking during pregnancy we supported the regional campaign #Quit4Covid encouraging women and their 'significant others' to reduce their risks by quitting smoking.
- 10 In County Durham, we developed bespoke materials for pregnant women who smoke which were distributed across maternity services in the area.
- 11 The COVID-19 pandemic has adversely affected our ability to drive down SATOD rates, but the work being reinstated at both a regional and local level will help us to more effectively support pregnant women and their 'significant others' to stop smoking including:
- (a) reintroduction of Carbon Monoxide (CO) monitoring and seamless pathways to support;
 - (b) digital based support for pregnant women who do not want to engage in services;
 - (c) enhanced support for pregnant women through Smokefree County Durham
 - (d) a focus on relapse prevention postpartum;
 - (e) wider tobacco control work focusing on smoke free homes and second hand smoke.
- 12 Provisional data provided by CDDFT show a breastfeeding initiation rate of 56.2%, an increase of almost 4% on the previous quarter (54.1%). This is despite the number of births reducing by just over 7% compared with quarter three⁴.
- 13 Breastfeeding prevalence at 6-8 weeks after birth has also seen a very positive increase this year, with quarter four data of 30.2%. Due to the impact of COVID-

³ These data only relate to women who delivered a baby within a County Durham hospital and are subject to change following the publication of the data that captures women who deliver outside of the county.

⁴ These data only relate to women who delivered a baby within a County Durham hospital

- 19, much of the planned work in the current breast-feeding action plan has paused. This work will recommence in line with COVID-19 guidance.
- 14 The 0-25 family health service infant feeding team continue to provide advice and support to parents on all infant feeding related issues and concerns. The team has been creative in providing support both during face-to-face contacts (if required), and through online, social media and telephone enquiries. The breast-feeding champions role is being strengthened and they are working alongside their community breastfeeding peer supporter to support families.
 - 15 County Durham is currently within the top 5% of local authorities for take-up of the Healthy Start voucher, with 61% of those eligible, claiming the voucher. Through the Healthy Weight Alliance, a Healthy Start Task and Finish Group has been set up to promote and raise awareness with families and partners. This aims to increase the uptake of families accessing the [Healthy Start](#) vouchers and to increase the uptake of fruit and vegetables. In support of this Public Health have developed bitesize training sessions for practitioners to help raise awareness of the programme – so far, over 500 staff have been trained. To date, through partnership working, focus has been on increasing engagement and marketing of the Healthy Start programme underpinned by an action and a communications plan. Work is ongoing with partners to implement these.
 - 16 Other task and finish groups set up include the creation of a Food Power Alliance to support tackling food poverty across County Durham and a focus on creating Play Streets which aims to create safe play spaces to increase physical activity.
 - 17 Public Health continues to support the Active 30 campaign including supporting resource development, communications, and equitable support to increase physical activity in schools and communities. By March 2021, 60 schools had pledged to work with the programme and work is ongoing to promote further sign-up across County Durham. Specific messaging has been developed to target schools in areas of most need, based on excess weight and deprivation data to encourage sign up.
 - 18 To support the Holiday Activities with Healthy Food programme, a new website has been created to promote physical activity within the community. This aims to ensure that physical activity quality standards are embedded, with a planned timetable of resources to support activities. This supported the development of activity during the 2021 Easter holidays.
 - 19 During quarter four, the new Suicide Prevention Alliance action plan and training resources were shared with the Suicide Prevention Alliance for comments and feedback. This will support the final plan for work for the forthcoming year.

- 20 Public Health is also working with regional partners to consider the development of a self-harm social media project, which will provide resources for clinical staff. The team is also working on a regional recovery plan linked to mental health, with areas of focus including mental well-being for all, workplaces and vulnerable groups and communities. Rates of suspected suicide in County Durham have been lower in quarter four, compared to the same quarter in both 2019 and 2020.
- 21 Research continues to demonstrate the impact of the pandemic on people's mental health. To support council staff, a Well-being Portal has been launched which provides resources, advice, and guidance for staff to support both their own and other colleagues' mental health. Public Health and our Time to Change Champions also promoted 'Time to Talk Day' on 4 February 2021, to highlight the importance of talking with others about mental health. This included the key messages of checking-in, listening and asking questions about how people are feeling.
- 22 In line with the government's Roadmap to Recovery our leisure centre gyms and pools re-opened on 12 April. Additional outdoor fitness classes, including bootcamps have been added to the programme at some leisure centres. The Mywellness app will continue to be free to use while the leisure centres operate a reduced programme. The app includes daily workouts, challenges and on demand and live fitness classes.

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

- 23 At the end of March 2021, 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, closely monitoring this and other data as lockdown restrictions start to ease.
- 24 A virtual event for social workers (and the social care professionals who work alongside them) across Adult and Health Services and Children and Young People's Services was held on 16 March 2021 to support World Social Work Day. This provided examples of and updates on the important work that social workers have been delivering, particularly during the pandemic. It also highlighted tips on productivity, well-being, and self-care.
- 25 Permanent admissions to residential and nursing care remain lower than in previous years with admission rates for 2020/21 significantly below the rate for the previous year.
- 26 During 2020/21 frontline social care teams have continued to improve the timeliness of their response to clients, with the proportion of service users who have been assessed or reviewed in the previous 12 months improving to 89.9%

at the end of quarter four, compared to 87.8% last year. This is, however, the lowest quarterly percentage during 2020/21 suggesting that demand in adult social care is increasing.

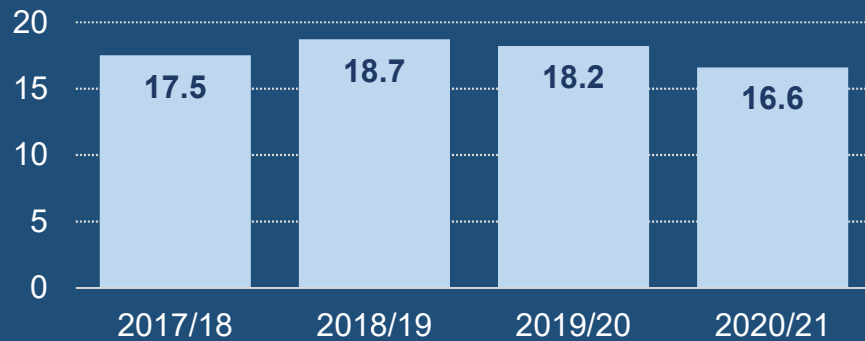
LONG AND INDEPENDENT LIVES:

Are our services improving the health of our residents?

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

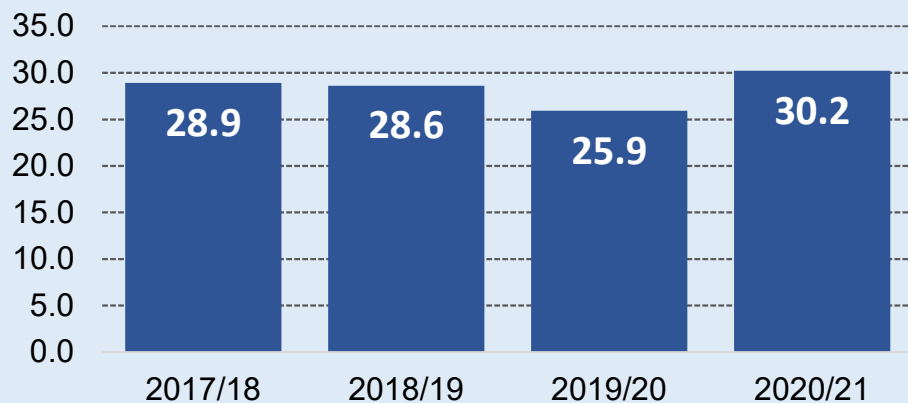
Mothers smoking at time of delivery

(as at quarter three)



Prevalence of breastfeeding at 6-8 weeks from birth

(as at quarter four)



667

per 100,000 adults aged 65+ admitted to residential or nursing care (2020/21)

84%

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

90%

of service users receiving an assessment or review within the last 12 months (2020/21)

95%

of individuals achieved their desired outcomes from the adult safeguarding process (2020/21)

worse than last year

better than last year

similar to last year

Not comparable

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 | Period target | 12 months earlier | National figure | North East figure | Nearest statistical neighbour | Period covered if different | updated this quarter |
|-----|---|-------------|--------------------|---------------|---------------------|-----------------|-------------------|-------------------------------|-----------------------------|----------------------|
| 34 | % of mothers smoking at time of delivery | 16.6 | Oct-Dec 2020 | 14.7 (red) | 16.3 (amber) | 9.6 (red) | 12.7 (red) | 13.4 (red) | | Yes |
| 35 | Four week smoking quitters per 100,000 smoking population | 1,115 [832] | Apr-Sep 2020 | Tracker | 1,544 [1,009] (red) | 750 (green) | 959 (green) | 1,262 (red) | | Yes |
| 36 | Male life expectancy at birth (years) | 78.3 | 2017-19 | Tracker | 78.2 (green) | 79.8 (amber) | 78.0 (green) | 78.3 (green) | | No |
| 37 | Female life expectancy at birth (years) | 81.8 | 2017-19 | Tracker | 81.5 (green) | 83.4 (red) | 81.8 (green) | 82.0 (amber) | | No |
| 38 | Female healthy life expectancy at birth (years) | 58.3 | 2017-19 | Tracker | 58.4 (amber) | 63.5 (red) | 59.0 (amber) | 61.0 (red) | | No |
| 39 | Male healthy life expectancy at birth (years) | 59.6 | 2017-19 | Tracker | 59.3 (green) | 63.2 (red) | 59.4 (green) | 60.5 (amber) | | No |
| 40 | Excess weight in adults (Proportion of adults classified as overweight or obese) | 63.3 | 2018/19 | Tracker | 66.7 (green) | 62.3 (amber) | 64.9 (green) | 67.3 (amber) | | No |
| 41 | Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population | 13.4 | 2017-19 | Tracker | 12.8 (red) | 10.1 (red) | 11.6 (red) | 12.3 (red) | | No |
| 42 | Prevalence of breastfeeding at 6-8 weeks from birth (%) | 30.2 | Jan-Mar 2021 | 31.8 (amber) | 25.9 (green) | 48.2 (red) | 36.0 (red) | 34 (red) | Q3 2019/20 | No |
| 43 | Estimated smoking prevalence of persons aged 18 and over | 17.0 | 2019 | Tracker | 15.0 (red) | 13.9 (red) | 15.3 (red) | 15.2 (red) | | No |
| 44 | Self-reported well-being - people with a low happiness score | 10.9 | 2019/20 | Tracker | 9.5 (red) | 8.7 (red) | 10.6 (amber) | 9.6 (red) | | Yes |
| 45 | Participation in Sport and Physical Activity: active | 58.1 | May 2019/ May 2020 | Tracker | 61.4 (red) | 62.8 (red) | 60.1 (red) | | | No |
| 46 | Participation in Sport and Physical Activity: inactive | 30.6 | May 2019/ May2020 | Tracker | 28.2 (red) | 25.5 (red) | 28.9 (red) | | | No |

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

| Ref | Description | Latest data | Period covered | Period target | 12 months earlier | National figure | North East figure | Nearest statistical neighbour | Period covered if different | updated this quarter |
|-----|---|-------------|----------------|---------------|-------------------|-----------------|-------------------|-------------------------------|-----------------------------|----------------------|
| 47 | Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care | 666.6 | 2020/21 | N/a | 757.3 (green) | | | | | Yes |
| 48 | % of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services | 84.1 | 2020 | N/a | 85.8 (amber) | 82.0 | 83.5 | 80.3* | 2019/20 | Yes |
| 49 | % of individuals who achieved their desired outcomes from the adult safeguarding process | 95.0 | 2020/21 | Tracker | 95.1 (amber) | 92.2 | 85.4 | 92.1* | 2019/20 | Yes |
| 50 | % of service users receiving an assessment or review within the last 12 months | 89.9 | 2020/21 | Tracker | 87.8 (green) | | | | | Yes |
| 51 | Overall satisfaction of people who use services with their care and support | 69.6 | 2019/20 | Tracker | 67.8 (green) | 64.2 (green) | 67.5 (green) | 66.2* (green) | | No |
| 52 | Overall satisfaction of carers with the support and services they receive (Biennial survey) | 51.2 | 2018/19 | Tracker | 43.3** (green) | 38.6 (green) | 47.2 (green) | 41.8* (green) | | No |
| 53 | Daily delayed transfers of care beds, all, per 100,000 population age 18+ | 2.9 | Feb 2020 | Tracker | 1.5 (red) | 11.0 (green) | 7.0 (green) | 11.0* (green) | | No |
| 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 (green) | 66.6 (green) | 73.0 (green) | 69.2* (green) | | No |

*unitary authorities

** results from 2016/17 survey

Other relevant additional indicators

LONG AND INDEPENDENT LIVES

Are children, young people and families in receipt of universal services appropriately supported?

| Ref | Description | Latest data | Period covered | Period target | 12 months earlier | National figure | North East figure | Nearest statistical neighbour | Period covered if different | updated this quarter |
|-----|--|-------------|-----------------|---------------|-------------------|-----------------|-------------------|-------------------------------|-----------------------------|----------------------|
| 24 | % of free school meals (FSM) eligible pupils taking FSM | 75.8 | Jan 2020 | Tracker | 79.4 (red) | 78.7 (red) | 78.7 (red) | | | TBC |
| 25 | Under-18 conception rate per 1,000 girls aged 15 to 17 | 26.4 | 2018 | Tracker | 23.7 (red) | 16.7 (red) | 24.9 (red) | 25.0 (red) | | No |
| 26 | % of five year old children free from dental decay | 73.2 | 2019 | Tracker | 74.2 (amber) | 76.6 (red) | 76.7 (red) | 71.7 (green) | | No |
| 27 | Alcohol specific hospital admissions for under 18s (rate per 100,000) | 52.8 | 2017/18-2019/20 | Tracker | 54.7 (green) | 30.7 (red) | 55.4 (green) | 55.3 (green) | | Yes |
| 28 | Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000) | 361.2 | 2019/20 | Tracker | 354.3 (red) | 439.2 (green) | 536.6 (green) | 656.3 (green) | | Yes |
| 29 | % of children aged 4 to 5 years classified as overweight or obese** | 24.9 | 2019/20 | Tracker | 24.0 (red) | 23.0 (red) | 24.8 (amber) | 25.0 (green) | | No |
| 30 | % of children aged 10 to 11 years classified as overweight or obese** | 37.6 | 2019/20 | Tracker | 37.7 (green) | 35.2 (red) | 37.5 (amber) | 37.2 (amber) | | No |

CONNECTED COMMUNITIES – SAFER

How well do we reduce misuse of drugs and alcohol?

| Ref | Description | Latest data | Period covered | Period target | 12 months earlier | National figure | North East figure | Nearest statistical neighbour | Period covered if different | updated this quarter |
|-----|--|-------------|-------------------|---------------|-------------------|-----------------|-------------------|-------------------------------|-----------------------------|----------------------|
| 85 | % of successful completions of those in alcohol treatment | 33.9 | Dec 2019-Nov 2020 | Tracker | 28.7 (red) | 35.9 (amber) | 31.2 (amber) | | | No |
| 86 | % of successful completions of those in drug treatment - opiates | 5.1 | Dec 2019-Nov 2020 | Tracker | 5.6 (green) | 5.0 (amber) | 3.9 (amber) | | | No |

| Ref | Description | Latest data | Period covered | Period target | 12 months earlier | National figure | North East figure | Nearest statistical neighbour | Period covered if different | updated this quarter |
|-----|--|-------------|-------------------|---------------|-------------------|-----------------|-------------------|-------------------------------|-----------------------------|----------------------|
| 87 | % of successful completions of those in drug treatment - non-opiates | 33.9 | Dec 2019-Nov 2020 | Tracker | 27.8 (red) | 32.6 (amber) | 27.3 (red) | | | No |