

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

14 January 2022

**Quarter Two, 2021/22
Performance Management Report**

Ordinary Decision



Report of Paul Darby, Corporate Director of Resources

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present an overview of progress towards achieving the key outcomes of the council's corporate performance framework and highlight key messages to inform strategic priorities and work programmes.
- 2 The report covers performance in and to the end of quarter two, July to September 2021.

Performance Reporting

- 3 The performance report is structured around the three components.
 - (a) High level state of the County indicators to highlight areas of strategic significance. These are structured around the [County Durham Vision 2035](#).
 - (b) Council initiatives of note against the ambitions contained within the vision alongside a fourth 'excellent council' theme contained within our [Council Plan](#)¹.
 - (c) A long list of key performance indicators against the themes of the Council Plan.
- 4 The Council Plan sets out how the Council will use the resources at its disposal to achieve the ambitions set out in the County Durham Partnership's vision for the County. It sets out the Council's ambitions and key work areas to achieve these with high level performance indicators

¹ approved by full council October 2020

to measure progress. Appendix two of this report reflects this in the way it is set out.

- 5 It also includes an overview of the continuing impact of COVID-19 on council services, our staff, and residents.

Long and Independent Lives

- 6 Although the pandemic has caused a fall in life expectancy, [recent research](#) suggests it was already in decline in many areas in the North of England. Across County Durham, male life expectancy has fallen by seven months and female life expectancy by six months. Both remain lower than the national average.
- 7 The pandemic has also made it more difficult for people to participate in sport and activity. Over the last 12 months, 31% of adults across the authority area participated in less than 30 minutes exercise each week and are therefore classed as inactive. This compares to a national average of 27%.
- 8 Latest data (2019/20) shows slight increases in excess weight. 64.8% of adults (up from 63.3%) and 24.9% of children aged 4 to 5 (up from 24%) were classed as overweight or obese.
- 9 Across the county, smoking prevalence increased from 15% to 17%, 15% of mothers smoked at the time of delivery (8.9% nationally) and 29.1% were breastfeeding their babies at 6-8 weeks (48% nationally). There was also an increase in the suicide rate which remains higher than the national figure.
- 10 Poverty pressures continue to be a major issue and we expect the situation to deteriorate as basic living costs continue to rise, hitting those with little disposable income hard. We are aware 24% of children eligible for free school meals are not claiming them.
- 11 10.9% of people across the county reported a low happiness score (self-reported well-being), which is higher than last year (9.5%) and above the national figure of 8.7%.
- 12 We are continuing invest in walking and cycling infrastructure, work to tackle food poverty, provide focused activity across mental and physical well-being, and support smoking quitters.
- 13 During quarter two, we helped to support 180 households with food, and over the summer holidays, we delivered more than 100 projects as part of our Holiday Activity with Food programme.
- 14 70% of respondents reported they were satisfied with services for care and support, an increase on last year (68%) and higher than nationally

(64%). In addition, 78% of adult social care users report they have enough choice over the care and support services they receive, higher than last year (75%) and the national average (67%).

The impact of COVID-19

- 15 The COVID-19 pandemic has caused an unprecedented health emergency across the globe. [Restrictions](#) to contain the virus, minimise deaths and prevent health and social care systems being overwhelmed remain in place, and are continuing to impact our everyday lives, our health, and the economy.
- 16 However, roll-out of the UK's vaccination programme, which has reduced both hospital admissions and deaths, allowed the government to implement plans for a [gradual and phased route out of lockdown](#).
- 17 Working with government organisations and within the context of national developments, we continue to protect our communities, support those affected by the pandemic, and develop plans for future recovery.
- 18 The COVID-19 surveillance dashboard can be accessed [here](#).

Risk Management

- 19 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

- 20 That Adults, Well-being and Health Overview and Scrutiny Committee notes the overall position and direction of travel in relation to quarter two 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.

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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 Two, 2021



Long and Independent Lives

- 1 The ambition of Long and Independent Lives is linked to the following key objectives:
 - (a) County Durham will have a physical environment that will contribute to good health;
 - (b) We will promote positive behaviours;
 - (c) Health and social care services will be better integrated;
 - (d) People will be supported to live independently for as long as possible by delivering more homes to meet the needs of older and disabled people;
 - (e) We will tackle the stigma and discrimination of poor mental health and build resilient communities.

National, Regional and Local Picture

- 2 Life expectancy for residents of County Durham has reduced and this reflects figures both for England and the North East region. The release of these data coincides with a report from [Imperial College London](#) which found that, in the five years prior to the pandemic (2014-2019), life expectancy across the country went down in almost one in five communities for women, and one in nine communities for men.
- 3 Recently published data from the Active Lives survey (May 2020 to May 2021) clearly shows the continued impact of the pandemic on people's ability to take part in sport and physical activity. In line with the national trend, reported levels of 'inactive' participation (<30 minutes a week) increased from the previous 12 months and is above national average (27.5%). With regard to 'active' participation levels (150+ minutes per week), we remain relatively static (at 58.7%) compared to the previous 12 months but below national average (60.9%).

Council Services

A physical environment contributing to good health

- 4 Work to develop a physical activity strategy for County Durham is currently being undertaken by the Physical Activity Strategy Committee. The strategy is being developed with stakeholder engagement across the system. Two further workshops are scheduled to be held in November 2021, with the strategy being presented to the Health and Wellbeing Board in January 2022.
- 5 The Active 30 Durham programme was relaunched to education settings on 16 September 2021. The programme now has a focus on 'getting active in the community' to encourage wider partners, such as the voluntary and community sector and holiday activity with food providers, to access a range of resources to

embed physical activity and well-being activities into delivery. A launch event provided education settings with an overview of the campaign for the new academic year. Thirty two schools have signed up to the programme during quarter two and work is ongoing to promote the programme across the county.

- 6 The Holiday Activity with Food programme continues to be delivered through Area Action Partnership (AAP) locality-based provision, contracted provision (area-based and countywide) and Durham County Council service providers (including schools, culture, sport and leisure services and 0-19 family centres). Over the 2021 summer holidays, more than 100 projects were delivered through AAPs, schools and family centre hubs. These included swim activity camps, including free swimming, healthy food and snacks.
- 7 Young people were encouraged to visit our leisure centres during summer holidays with free summer pool activities for children and young people aged 18 and under living in County Durham. Activities ranged from fun with inflatables to general swimming and was aimed to encourage children and young people to have fun and be more active.
- 8 Swimming pools in the county have received the highest possible rating following an inspection by the Royal Lifesaving Society. The charity recently completed its annual audit of our pools and gave them an overall rating of excellent. The inspection, which included a detailed review of the pool at the Louisa Centre, looks at equipment, staff skills and experience and the delivery of training courses.

Promoting positive behaviours

- 9 The Tobacco Control Alliance has continued to deliver against its dedicated action plan and has maximised the opportunity to address the negative outcomes around COVID for people who smoke. This included the implementation of a comprehensive communications plan helping to raise awareness of the impact of COVID on smokers.
- 10 Our Stop Smoking Service has maintained business continuity plans to ensure that the service has remained operational throughout the pandemic. A blended approach to service delivery has continued, to maintain client engagement via telephone consultations as the predominant method of support and distributing nicotine replacement therapy (NRT) through e-vouchers.
- 11 Support to treat tobacco dependency in pregnancy has continued during the pandemic and data from the Stop Smoking Service demonstrate an increasing number of clients referred and accessing the service to stop smoking. A proposal for a new incentive scheme to support pregnant women is being developed.

Enhanced NRT / behavioural support for pregnant women and their significant others is also being extended beyond the standard 12-week programme.

- 12 The Alcohol and Drug Harm Reduction Strategy Group (ADHRSG) has continued to meet on a quarterly basis during the pandemic and has proved a valuable network during COVID-19, with an opportunity to share updates with partners and work collaboratively to help reduce the harm of alcohol and drugs. The 2021/22 action plan has been refreshed with partners and was presented for approval to the ADHRSG with implementation ongoing.

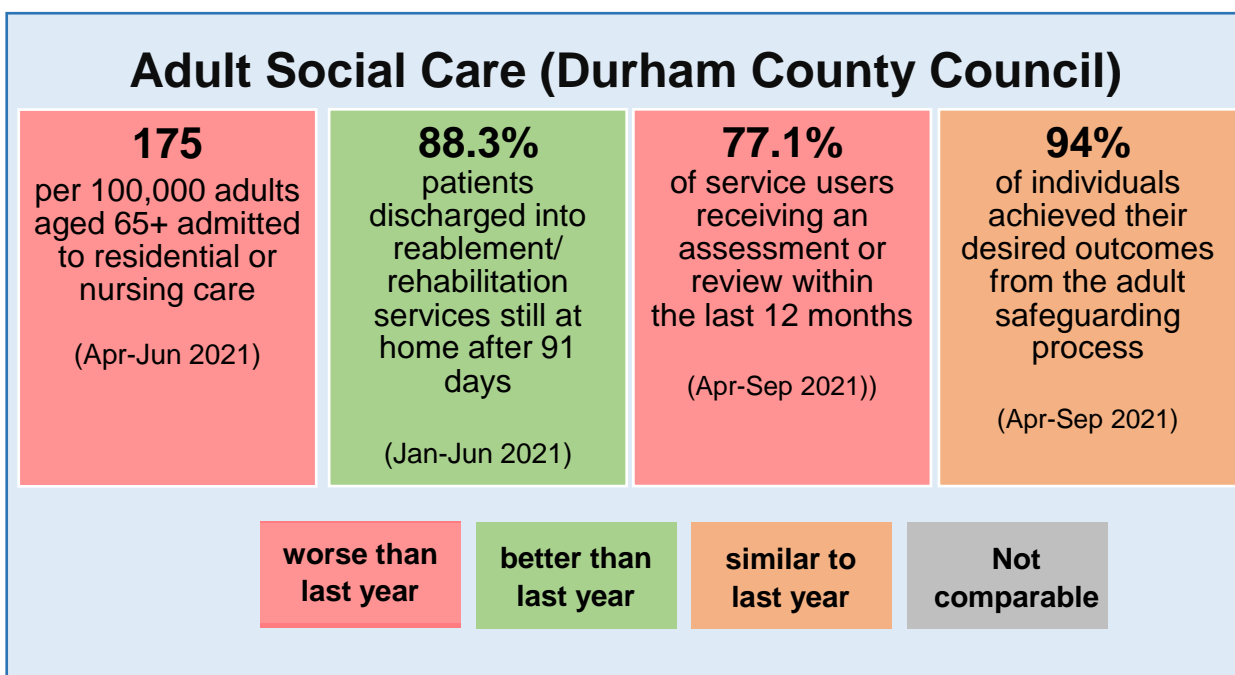
Better integration of health and social care services

- 13 The Suicide Prevention Action Plan has been updated for 2021-24 and the Suicide Prevention Alliance continues to review it on a quarterly basis, bringing together a range of partners to support delivery of the plan. The Time to Change Hub also continues to provide small grants and funding opportunities, and the latest round of funding commenced in quarter two 2021/22.
- 14 The Real Time Data Surveillance system indicates that the number of suspected suicides in 2020 remains comparable to previous years, with 59 in 2020, 45 in 2019 and 66 in 2018. This rate continues to be monitored as the challenges of the pandemic continue to unfold.

People will be supported to live independently for as long as possible

- 15 The adult social care service went live with AzeusCare, a new case management system on 23 June 2021. This coincided with the start of the quarter two reporting period. Whilst the transfer over from the old case management system, SSID, has been very carefully managed, there has always been an expectation that performance data would likely be affected by the transition.
- 16 The percentage of service users assessed or reviewed in the last 12 months fell from 86.7% at quarter one to 77.1% at quarter two. This is due to the increased administrative work placed upon social workers by the system change. Forms in SSID would be pre-populated by data already known. Whilst historic SSID records have been transferred over to AzeusCare, the difference between the systems meant it was not possible to pre-populate AzeusCare forms with historic SSID data. This has resulted in social workers being required to complete assessment and review forms in their entirety. Once data has been inputted into AzeusCare it, like SSID, also pre-populates forms with known data. Once the administrative burden lightens, performance is expected to improve.
- 17 Latest data on the rate per 100,000 population of adults aged 65+ admitted on a permanent basis to residential or nursing care is not available, this is due to the implementation of the new system, we are aiming to report it later in the year.

- 18 Latest data for the percentage of older people remaining at home 91 days after discharge from hospital into reablement services are the highest (88.3%) for over two years and significantly higher than the figure from the same period last year (82.5%). This percentage has continued to rise during the pandemic. We also continue to perform better than national and regional averages.
- 19 In terms of individuals achieving their desired outcomes from the adult safeguarding process we continue to perform well. 94.0% achieved their desired outcome and, whilst this is a slight deterioration from 94.4% over the same period last year, it remains similar to previous quarters.



Tackling the stigma of poor mental health and building resilient communities

- 20 Durham County Council and key stakeholders developed a programme of events to mark World Mental Health Day on 10 October 2021. This year's theme was 'Mental health in an unequal world'. The programme included events held internally and across the region, many of which are delivered by our colleagues in the voluntary and community sector. For 2021, these included partnership roadshow events; things to do for World Mental Health Day; social media campaigns; community engagement activities; provision of anti-stigma training; and the promotion of real life accounts from community members with lived experience.
- 21 Public Health continues to work with partners to deliver the North East Better Health at Work Award (BHAWA) and 79 organisations are now signed up to the award programme, reaching over 40,000 employees. In 2021, County Durham

was recognised as having recruited the highest number of workforce health advocates.

- 22 We now hold the 'Continuing Excellence' status for the BHAWA and work is ongoing to present a portfolio of evidence in support of an application for 'Maintaining Excellence' status. During quarter one, the council launched a staff health and well-being survey and this has been completed by approximately 2,500 staff. The survey results will be released in quarter three.

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	15.0	Jan-Mar 2021	14.7 (amber)	16.6 (green)	8.9 (red)	12.8 (red)	13.4 (red)		No
35	Four week smoking quitters per 100,000 smoking population	2,452 [1,830]	Apr 2020 - Mar 2021	Tracker	2,945 [2,198] (red)	1,670 (green)	2,213 (green)	2,736 (red)		Yes
36	Male life expectancy at birth (years)	77.8	2018-20	Tracker	78.3 (amber)	79.4 (red)	77.6 (green)	77.9 (amber)		Yes
37	Female life expectancy at birth (years)	81.2	2018-20	Tracker	81.8 (amber)	83.1 (red)	81.5 (amber)	81.6 (amber)		Yes
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)	64.8	2019/20	Tracker	63.3 (red)	62.8 (red)	67.6 (green)	69.6 (green)		No
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	14.3	2018-20	Tracker	13.4 (red)	10.4 (red)	12.4 (red)	12.6 (red)		Yes
42	Prevalence of breastfeeding at 6-8 weeks from birth (%)	29.1	Apr-Jun 2021	Tracker	31.4 (red)	48.0 (red)	34.4 (red)	34.0 (red)	2019/20	Yes
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)		No
45	Participation in Sport and Physical Activity: active	58.7%	May 2020-May 2021	Tracker	58.1% (amber)	60.9% (amber)	59.7% (amber)			Yes
46	Participation in Sport and Physical Activity: inactive	31.3%	May 2020-May 2021	Tracker	30.6% (red)	27.5% (red)	28.9% (amber)			Yes

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	175.0	Apr-Jun 2021	N/a	97.0 (red)					No
48	% of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	88.3	Jan-Jun 2021	N/a	82.5 (green)	79.1 (green)	72.1 (green)	80.0 (green)	2020/21	Yes
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	94.0	Apr-Sep 2021	Tracker	94.4% (amber)	94.8% (amber)	94.9% (amber)	96.0 (red)	2020/21	Yes
50	% of service users receiving an assessment or review within the last 12 months	77.1	Apr-Sep 2021	Tracker	92.4 (red)					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 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	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	76.0	Jan 2021	Tracker	75.8 (green)	82.6 (red)	82.6 (red)			No
25	Under-18 conception rate per 1,000 girls aged 15 to 17	19.0	2019	Tracker	26.4 (green)	15.7 (red)	21.8 (green)	21.5 (green)		Yes
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)		No
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)		No
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

**The National Child Measurement Programme ended in March 2020 when schools closed due to the COVID-19 pandemic. Comparisons to North East and Nearest Statistical Neighbours should be treated with caution as not all submitted of their measurements.

CONNECTED COMMUNITIES

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	34.6	Jul 2020-Jun 2021	Tracker	30.6 (green)	35.3 (amber)	30.7 (green)			Yes
86	% of successful completions of those in drug treatment - opiates	5.5	Jul 2020-Jun 2021	Tracker	5.6 (amber)	4.7 (green)	3.3 (green)			Yes

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	38.1	Jul 2020-Jun 2021	Tracker	30.8 (green)	33.0 (green)	30.0 (green)			Yes